

WORKING FROM HOME: COVID-19 AND BEYOND

What we learned from 2020

Remote working was a growing trend even before COVID-19, when companies across industries sent employees home to work as an emergency measure. Now, executives wonder if working from home is a change that will stick – and how to ensure long-term success.



CUSTOMER EXPERIENCE

Employee performance is consistent, whether they're at home or on site.

Across industries, home-based employees perform the same or better than their on-site colleagues. Key metrics such as overall satisfaction, employee satisfaction and issue resolution for remote workers were within 0-2 points of on-site employees.



WORKFORCE ADVANTAGES

Benefits for hiring and training.

Allowing remote work can broaden the available talent pool and gives employees more schedule flexibility. When it comes to CSAT, at-home employees ramp as fast, or faster, than their on-site colleagues.



LOOKING INTO THE FUTURE

Industry analysts predict a larger remote workforce.

Research estimates that 50% of the workforce will be remote by 2024. They also found that 74% of CFOs plan to shift at least 5% of their on-site employees to working from home permanently.



KEYS TO LONG-TERM SUCCESS

Ask your employees – they'll tell you what you need to know.

At-home employees need dedicated work spaces, high-speed internet connections and VPN setup. Investment in health and emotional well-being is just as crucial: employee feedback surveys are critical to ensuring their needs are known and met.



Concentrix VOC is an industry-leading provider of customer and employee feedback software and solutions.

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