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eBook

The Tech Leader's
Guide to
Remote Work

Enterprise edition

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Introduction

It's no secret that the pandemic changed the way we work. As companies grapple with the right mix of in-office, hybrid, and fully remote, it's become clear that there is no one-size-fits-all solution and the answer will be different depending on the role.

Recent surveys show that remote work — in some capacity — is poised to become the future of work. In Gartner's Hybrid Work Employee Survey, 82% of company leaders plan to allow employees to work remotely, indicating a clear shift towards flexible work arrangements. Similarly, McKinsey's survey of executives found that 70% of companies are planning a hybrid work model that combines remote and on-site work, while 25% are considering a fully remote model.

Our recent Technology Skills and Sourcing Survey, conducted in partnership with Foundry showed that more than 1 in 4 tech workers (27%) are remote and 83% of enterprises say that number will increase or remain the same over the next six months. These findings suggest that remote work in the IT space is not just a temporary solution to the pandemic, but rather a permanent change that is likely to shape the future of work.

As we move forward, every organization effectively becomes a remote organization. Teams operate from diverse locations, partners span the globe, and even those navigating return-to-office arrangements possess the technology — laptops and phones — that empowers progress beyond a specific physical setting. The choice lies in whether you will embrace this change and seize the opportunities it offers.

82%
of company leaders plan to allow employees to work remotely

*Gartner

70%
of companies are planning a hybrid work model

*McKinsey

27%
of tech workers are remote

*Foundry

We are witnessing a transformative moment. Forward-thinking organizations might still be exploring their position on the remote work spectrum, including hybrid models and fully remote setups, but they are not attempting to resurrect outdated practices.

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As the world's largest private talent marketplace, Andela fundamentally changes how teams work by connecting brilliant minds with opportunities at established companies. Today, we stand as a fully remote company for the last four years, with 322 employees over 25 countries. This comprehensive guide contains our lessons learned and proven methods on how to stabilize a remote workforce, starting with your tech team.

We'll introduce our Remote with Intent philosophy and dive into topics including culture, communication, hiring, security, and compliance. Our philosophy focuses on making work frictionless, intentionally considering every nuanced element of how work happens and how a workplace is experienced.

We know first hand that remote work can be incredibly powerful and fulfilling when executed correctly. Distributed tech teams can provide a competitive advantage, leading to higher levels of productivity, increased job satisfaction, and employee retention. It enables organizations to access a wider pool of talent, making remote work a key enabler in accelerating digital transformation, innovation, and supporting key equity, diversity and inclusion goals.

" The true value of diversity comes from people who are able to see problems differently. The more vantage points you consider, the more effectively you're able to understand that problem, which means the more effectively you're going to be able to solve it long-term. That's where diversity creates strength."

Jeremy Johnson
CEO and Co-founder, Andela

19% more revenue and 9% higher margins from innovation at companies with above-average diversity.

*Boston Consulting Group study

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Let's start with the concerns

Many experts assert that remote work is the future of work, and their stance is supported by plenty of solid evidence. The advantages it brings, such as enhanced productivity, flexibility, and job satisfaction, make a strong case for its adoption. However, it is crucial to acknowledge the concerns surrounding remote work, such as fears about security and productivity. These concerns are most certainly valid, but can be mitigated if you proactively implement the right strategies and embrace the necessary cultural, technological, and leadership changes to ensure remote work success.

MYTH 1:
You can't trust remote workers.

Building a culture of trust in a remote work environment is crucial for success. Without it, productivity, collaboration, and morale suffer.

One way to foster trust is by setting clear expectations and providing the necessary support and resources for your team to succeed. This includes establishing communication protocols, outlining project goals and deadlines, and offering regular feedback and coaching.

Another way to build trust is by cultivating a sense of ownership and accountability among team members. Encouraging autonomy and allowing team members to take ownership of their work by prioritizing output-based metrics over busyness can increase their sense of responsibility and motivation, leading to better performance.

Of course, there may be instances where an individual cannot be trusted, either due to poor performance or unethical behavior. In such cases, it's important to have clear policies and procedures in place to address these issues and ensure accountability.

If a team member is struggling or missing deadlines, often one of two things has typically happened:

1. You haven't clearly communicated the expectation of the team member and/or supported them appropriately to complete their tasks.

2. You've hired the wrong person. For remote workers you need to ensure you hire people that can adapt to the flexibility and autonomy afforded by remote work. Look for candidates that are communicative during the hiring process or that have had success working in a remote environment previously.

Ultimately, trust is built over time through consistent actions and behaviors. By creating a supportive and transparent work environment, you can foster a culture of trust and collaboration that enables remote teams to thrive.

1.4 more days

worked every month by remote workers vs. office-based counterparts.

*Airtasker report

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MYTH 2:

Remote work is less secure than in-office work.

Remote work provides an opportunity for organizations to strengthen security posture through use of advanced tools and technologies to protect their systems and data.

You can also reduce the risk of physical security threats. In-office work exposes organizations to large physical threats such as break-ins, theft, and other security breaches. Remote work distributes and reduces these risks as employees do not need to be physically present in an office to work.

A study conducted by The Farmer School of Business, affirms that remote workers exhibit a heightened level of cybersecurity awareness and are more inclined to adopt security precautions compared to their office-based counterparts. This trend emerges as remote workers often possess a deeper understanding of security risks and the criticality of adhering to security protocols while working beyond the confines of the traditional office environment.

87%

of workers felt they worked as, or more, efficiently remotely.

*Microsoft study

MYTH 3:

Remote workers are less productive.

It's natural to question productivity when it comes to remote work, but it's important to note that productivity can be optimized with the right tools and support. When employers invest in providing the necessary resources and guidance, studies show that remote workers can be more productive.

Here are some contributing factors as to why:

- **Fewer distractions:** Working in an office environment can be filled with distractions, such as meetings, impromptu conversations, and office noise. Remote workers, on the other hand, have more control over their environment and can work in a space that best suits individuals to optimize their performance, which can lead to increased focus and productivity.

- **Flexibility:** Working remotely provides people with greater flexibility in their work schedule, allowing them to work when they are most productive. This can lead to increased efficiency and a higher quality of work.

- **Greater efficiency through better balance:** Working remotely enables more flexibility in balancing work and personal responsibilities. This can lead to less stress and increased job satisfaction, which can translate into higher productivity.

By investing in the right resources and prioritizing output-based metrics over busyness, employers can foster a culture of trust and accountability that can lead to better remote work performance.

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42%

of employees would contemplate leaving their current job if the option for remote work were not provided.

*Microsoft study

Culture

As remote work becomes work and the future of work is defined by the future of living, organizations must create world-class infrastructures to enable remote tech teams to thrive. Achieving excellence in remote work requires a combination of the right mindset, principles, tools, and a cultural evolution towards remote work adoption.

According to Gartner, by the end of 2023, an estimated 39% of workers will adopt a hybrid approach, splitting their time between remote and in-office work.

To effectively and sustainably scale remote work, every employee must become an expert remote operator. This entails understanding the principles that guide remote work, mastering collaboration tools, and adopting the behaviors that make it successful. By doing so, employees can become advocates and live it every day, ultimately leading to a more productive and engaged workforce.

For instance, in a study by Gallup, companies with a highly engaged workforce have a 12% higher profitability rate.

And finally, hiring remotely broadens your talent pool, increasing the probability of filling critical skills gaps and hiring success. Gartner suggests using technology roles as a test bed for remote strategies. IT staff and business technologists are some of the hardest to recruit and retain. It makes sense to trial and develop your leading-edge talent management ideas with this group first.

By prioritizing the development of robust remote work infrastructures, organizations can position themselves for long-term success in an evolving business landscape, while reaping the benefits of increased productivity, higher employee engagement, and the ability to attract and retain top tech talent.

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Mindset

At Andela, we've spoken with thousands of leaders since we were founded in 2014. The consensus from this feedback is clear: a remote-first mindset is the key to unlocking the full potential of global remote work within organizations.

By embracing a remote-first mindset, where you prioritize and assume that everyone is working remotely, regardless of their physical location or occasional office presence, organizations can unlock the full potential of remote work. This paves the way for a consistent, fair, and employee-centric experience — regardless of their work location. It can lead to greater productivity, and employee satisfaction.

A remote-first approach fosters equal access and recognition based on output and contribution, which is crucial in a hybrid work model to avoid creating inconsistencies. As a leader, modeling flexibility is key to avoiding fragmenting the employee experience between in-office and remote workers.

A Harvard study found that remote workers are more productive and less likely to quit, leading to a

4.4%
increase in productivity

Principles

Trust, clarity, and transparency are the fundamental principles that make remote work successful. Even with the best tools, remote work won't succeed in the long run if your organization doesn't embrace these values.

At Andela, our experience working with organizations across various industries has enabled us to develop practices that promote trust, clarity, and transparency. By leveraging our expertise, you can achieve your remote work goals and thrive in the new world of work.

Let's take a closer look.

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Trust

Trust is a critical value when transitioning to a remote work environment. As a leader, you need to trust your team to perform to the best of their abilities and be forthright with any concerns or issues. Prioritizing mutual trust and outcomes over constant visibility and activity can help build a positive remote work culture.

As with face-to-face work, there may be cases where an individual proves untrustworthy, whether due to poor performance or unethical behavior. In such situations, clear policies and procedures should be in place to address these issues and ensure accountability.

By focusing on creating a transparent framework for your team's work, you can empower them to take ownership and responsibility for their tasks, which in turn builds trust. This trust helps ensure successful project outcomes in a remote work environment.

Harvard Business Review researchers found that remote workers who feel trusted by their managers are more engaged and committed to their work, leading to increased productivity and better performance.

Clarity

As a leader, it is crucial to provide clarity to your team to ensure they can achieve their goals and deliver the work you have asked for. When working remotely, creating and maintaining alignment requires intention to develop strategies and practices that help the team stay on track.

Begin by outlining the outcomes and objectives you wish to achieve and breaking them down into smaller tasks and expectations. Assign these to specific team members and ensure they regularly update the status. As the leader, you should review progress updates frequently, take timely action, and provide necessary support.

A study published in the Journal of Organizational Behavior examined the relationship between autonomy and employee engagement. The findings revealed that higher levels of autonomy were associated with increased employee engagement, which is linked to job satisfaction.

While it may seem simple to hold in-person meetings in an office setting, remote work provides opportunities for greater visibility and inclusion. By using your collaboration tools, you stay connected with your team and keep everyone up-to-date. For example, by creating a dedicated channel in your collaboration platform, named #team-reporting, the team can report project progress and manage tasks with ease, ensuring everyone has access and keeps each other accountable for regular updates.

"

Alignment enables autonomy — the greater the alignment, the more autonomy you can grant."

Key mantra at **Spotify**

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In addition to this, leaders must model the behavior they wish to see in their team and clarify any misunderstandings early. If critical issues arise, move to a better mode of communication, for example: from chat to voice or video call. Creating clarity may take more intention in a remote setting, but it is crucial to support your team in achieving their goals.

Remember, the more aligned your team is on the desired outcomes, the easier it will be to achieve them. By setting clear expectations and using effective communication tools, you can create a culture of clarity and transparency that enables your team to stay productive and deliver results.
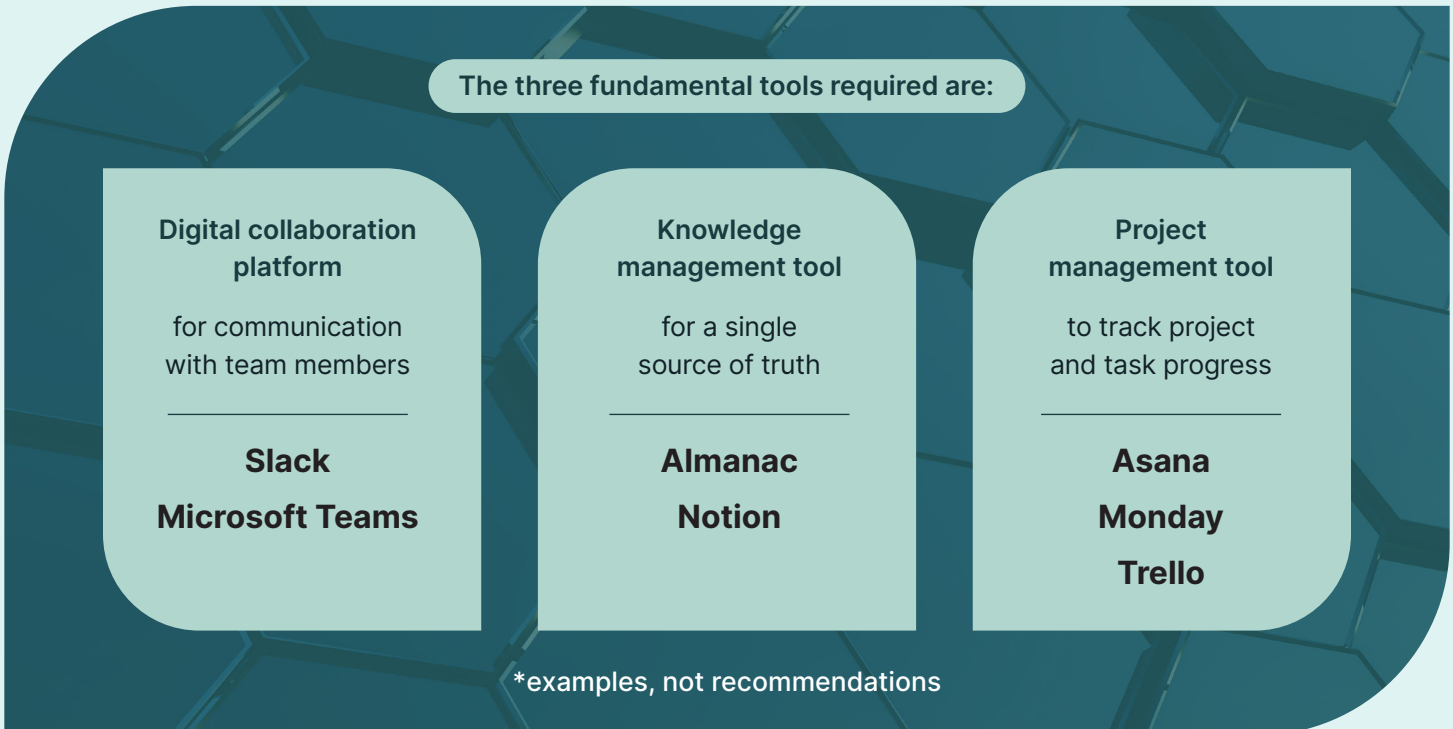
Transparency

To facilitate transparency and visibility, invest in tools that provide access to news, guidance, and project management.

The digital collaboration platform will become the digital version of your office and choosing the right one is key. Look for a platform that facilitates open conversations, efficient search, and public channels for collaboration with privacy options for sensitive discussions.

All team communication should happen on this platform; this will help avoid fragmentation across different systems by reserving the platform for project-based conversations, file sharing, and collaboration.

When it comes to progress indicators, several methods can make it easier for team members to share their work. Leaders should create a schedule to connect with team members regularly and encourage a routine where people can showcase their work early and often. Create a safe space to foster trust, reassure the team that their work is not being judged, and allow real-time show and tell to keep everyone informed.

The three fundamental tools required are:

Digital collaboration platform	Knowledge management tool	Project management tool
for communication with team members	for a single source of truth	to track project and task progress
Slack	**Almanac**	**Asana**
Microsoft Teams	**Notion**	**Monday**
		Trello

*examples, not recommendations

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Key Takeaways

Actionable steps for implementing a successful remote work culture:

Trust

- Foster trust by prioritizing output over visibility.

- Intentionally build relationships with your team.

- Create a transparent framework that empowers team members to take ownership and responsibility.

Clarity

- Outline desired outcomes and break them down into smaller tasks.

- Assign tasks to specific team members and ensure regular progress updates.

- Use collaboration tools to stay connected and keep everyone informed.

- Model behavior, clarify misunderstandings, and address critical issues promptly.

Transparency

- Invest in appropriate technology, including a digital collaboration platform, knowledge management tool, and project management tool.

- Choose a digital collaboration platform that enables open conversations, efficient search, and public channels for collaboration.

- Encourage team members to share their work through progress indicators.

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Communication

As remote work continues to become more prevalent, the way we communicate and collaborate is under increasing scrutiny.

Organizations should consider introducing more asynchronous communication as a complement to synchronous communication. Asynchronous communication allows team members to work at their own pace and to their own schedule, reducing the pressure of constant real-time communication or to always be readily available, sometimes referred to as the "green dot."

It's important to recognize that changing communication habits takes time. As organizations continue to adopt remote work, the need for asynchronous communication strategies will grow.

By leveraging digital tools, team members can share information and updates when it's convenient for them. This approach reduces the need for meetings, thereby reducing fatigue and creating time for deep work and creative thinking. The use of asynchronous communication also provides a record of discussions and decisions, making it easier to track progress and hold team members accountable.

To strike a balance, organizations should encourage their teams to use a mix of synchronous and asynchronous communication, depending on the situation and the needs of the team. A recent study found that remote teams who used a mix of both synchronous and asynchronous communication had higher levels of trust, better communication, and increased job satisfaction.

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Defining asynchronous communication

Asynchronous communication refers to any form of communication that does not require immediate attention or an instantaneous response. While some consider real-time collaboration as the norm for business, asynchronous communication is a crucial component of true collaboration, and the two are not mutually exclusive.

The COVID-19 pandemic brought to light the adverse effects of real-time collaboration. When collaboration only takes place in real-time, there is a risk that creativity may decrease. Adam Grant, organizational psychologist and author, explains that great ideas and creativity happen outside of meetings. Collaboration can enhance creativity, but over-reliance on it can be counterproductive as it leaves people with no time to produce their work.

Asynchronous communication helps to reduce the volume of synchronous communications such as recurring meetings, allowing team members to collaborate without wasting too much time.

There are typically two forms of asynchronous communication:

1. **Time-boxed**, which sets a reasonable timeline for the urgency and scope of the ask.

2. **Convenience-based**, which expects all employees to have time set up in their days/weeks to check information.

When starting out with asynchronous communication, it is recommended to use the time-boxed method. It takes practice and a mature remote operational culture to master the convenience-based approach.

Difference between synchronous and asynchronous communication

Asynchronous communication is a versatile approach that can be applied to various business processes. The main difference is in how expectations are set. Here are some common business tasks and how they can be synchronous or asynchronous depending on expectations:

Sending an email:

Synchronous:
Requesting an immediate response or implying urgency through cultural expectations or service agreements.

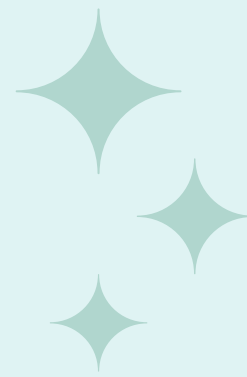**Asynchronous:**
Setting a reasonable timeline for response.

Posting in Slack or Microsoft Teams:

Synchronous:
Tagging (@ mentioning) someone and expecting an immediate answer.

Asynchronous:
Tagging (@ mentioning) someone with context and setting a time-box expectation for response or waiting for the recipient to respond when they can.

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Messaging:

Instead of starting a chat with "Hello," which interrupts people and impacts their focus as they wait for you to type the next message, try this:

You: "Hi - hope you're doing well. I'm working on [something] and I'm trying to do [etc...]. Could you please take a look and get back to me by (X time)?

Co-worker: [answers question]

By asking the question without interrupting the recipient, they can take the time to think about the answer and respond when they're available.

The same goes for messages like "Hello — Are you there?", "Hi Bob — quick question.", "Do you have a sec?", and "ping."

These sorts of messages all lead to disruption and require someone's immediate focus, even if the query itself is not urgent.

Simply asking that full question in one message and setting a reasonable timeline for a response is more respectful of people's focus time.

Planning a meeting:

Synchronous:
Scheduling a meeting and going over the agenda during the meeting.

Asynchronous:
Providing a collaborative space for people to document their ideas and solutions on their own time.

Getting ideas:

Synchronous:
Scheduling a live session.

Asynchronous:
Sending a thought-starter question ahead of time and letting people contribute their ideas on their own time, with a reasonable deadline attached.

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Meetings

With the rise of meeting fatigue and burnout, people have started to question the necessity of meetings and are demanding more communication ahead of time that doesn't require immediate responses. By challenging the meeting culture and identifying which meetings can be more effective if done asynchronously, teams can save time and energy and promote productivity.

Meetings that can be asynchronous:

- **Check-ins or stand-ups:** When your team is providing a status update on their work, this can easily be done via Slack or Microsoft Teams asynchronously.

- **Feedback:** It's much easier to provide feedback on a project asynchronously. Record a screen-sharing video that employees can view and respond to on their own time.

- **Top-down presentations:** A meeting with just one person presenting to a group of people who aren't required to participate should always be asynchronous. It's easy to record and share a presentation with those who need to know the information.

- **Kickoffs:** Stop kicking off projects with a meeting. Instead, record yourself walking team members through the plan and project management steps so they know how to get started and can dive right in.

- **Announcements:** Don't hold all-hands meetings for company announcements. Instead, send an asynchronous video message for your team to check out when they can and reply with questions. Use judgment depending on the type of announcement.

- **Brainstorms:** Brainstorming in real-time isn't the most productive. Instead, allow your team to think on their own time and bring their ideas to the table asynchronously.

- **Follow-ups:** If you need to touch back in with someone, you can easily record and send a video message. It's more personal than an email and less intrusive than a meeting.

- **External meetings:** If someone wants to meet with you from outside your organization — a sales call, a new connection on LinkedIn — you can invite them to do it asynchronously without losing the personal touch.

Synchronous meetings that are important:

- **Introductions:** When new team members onboard, it's a good idea to hold a virtual meeting or a face-to-face introduction to the team to feel welcomed and start building relationships with colleagues.

- **Performance reviews:** Sensitive conversations are best had in real-time.

- **Career development:** If an employee wants to discuss changing positions or negotiating their salary, these conversations should typically be had synchronously.

- **Crisis management conversations:** For example, if your company has gone viral on social media (but not for a good reason), you may need a crisis management meeting with your team. Hold these synchronously so you can quickly decide how best to take action.

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- **Relationship-building:** Help employees build rapport fully by hosting planned organization and team retreats.

- **Strategic planning and decision-making:** Sometimes big moves and plans that put them in place require everyone to be in the room at the same time (be it a virtual room or otherwise).

It is important that when you schedule a meeting you provide context on what the purpose is and provide sufficient time for any pre-read content or post meeting contributions. Be mindful that if people are unable to attend, they are unlikely to have time to watch a full recording afterwards. To enhance the experience, consider using supportive tools, such as too long, didn't view (TL;DV), which is great at facilitating these outcomes. For example, you could provide a short video summary of the meeting or clips and timestamps of the key moments. Overall, being mindful of these factors can help ensure your meetings are productive and inclusive.

Benefits of asynchronous

Working asynchronously offers several benefits for both employees and organizations.

For employees:

- **Improved mental health:** Being "always on" and expected to have immediate answers can cause anxiety and burnout. Asynchronous work can alleviate these issues.

- **Deep focus:** Without constant meetings, employees can focus on tasks for longer periods of time.

- **Time to think:** Without pressure to respond immediately, employees have time to digest information and research before providing a thoughtful response.

For organizations:

- **Automatic documentation:** Asynchronous communication allows for automatic documentation of thoughts and ideas.

- **Higher productivity:** When employees can work uninterrupted for longer periods of time, more work is accomplished with a higher quality.

- **Lower costs:** Salaried employees are paid whether they are in meetings or not. Asynchronous communication can reduce the number of unnecessary meetings and save time and money.

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Move from synchronous to asynchronous

Transitioning from a synchronous-first to asynchronous-first communication approach involves several key shifts:

- **From defaulting to meetings to defaulting to writing:** Instead of relying on constant real-time meetings, prioritize written communication that allows team members to respond on their own time.

- **From time zone coordination being crucial to time zones not being important:** With asynchronous communication, time zones are no longer a major obstacle, as team members can work and respond at different times.

- **From a focus on real-time collaboration to a focus on deep work:** Rather than prioritizing constant collaboration, shift to deep, focused work that allows employees to produce at a higher quality.

- **From encouraging an 'always on' culture to encouraging mindful disconnection:** Rather than expecting employees to be constantly available, prioritize mindful disconnection and work-life balance.

- **From transient conversations to permanent documentation:** Instead of relying on verbal conversations that can be forgotten or misunderstood, prioritize permanent documentation that can be referenced later.

- **From exclusive to inclusive:** Ensure all team members have equal access to information and opportunities for communication, regardless of role or location.

Building an asynchronous workplace

To build an effective asynchronous workplace, it's not necessary to eliminate all meetings. Rather, there are two key actions to take:

1. **Awareness:** Recognize that in the business world, companies have relied too heavily on synchronous meetings, which limits the full potential of collaboration.

2. **Adjustment:** Change expectations and make the company asynchronous-first with synchronous components, instead of the other way around.

Moving forward, prioritize the following elements of asynchronous communication:

- Making information available, rather than relying on people to be available to answer questions.

- Encourage documentation and foster a culture where people consult existing resources before seeking answers from colleagues.

- Provide training on the essential skills of asynchronous communication, including writing for knowledge capture, setting reasonable deadlines, offering context, and setting aside specific times for responses.

- Ensure you have the right tools to support asynchronous work, including tools for capturing, storing, and retrieving information.

By implementing these practices, you can establish a successful asynchronous workplace that supports deep work, reduces burnout, and promotes productivity.

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Key Takeaways

Actionable steps for implementing effective communication in a remote work environment:

Assess communication methods

- Evaluate current communication methods and identify areas for improvement.

- Recognize the drawbacks of excessive synchronous communication and meetings.

Embrace asynchronous communication

- Encourage team members to leverage digital tools for sharing information and updates.

- Reduce the need for constant real-time communication.

Maintain a balance

- Leverage synchronous communication for relationship-building, timely discussions and decision-making.

Leverage digital tools

- Identify and implement collaboration tools that facilitate both synchronous and asynchronous communication.

- Provide training and support to ensure team members can effectively use these tools.

Establish communication guidelines

- Define when synchronous or asynchronous communication is most appropriate.

- Communicate expectations regarding response times and availability.

- Promote clear and concise communication.

Track progress and accountability

- Regularly review progress and hold team members accountable for their responsibilities.

- Use project management tools to track tasks and deadlines.

Foster a culture of communication

- Encourage open communication channels for sharing ideas and concerns.

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Hiring for remote

With the acceleration of technology, organizational demands — for speed, flexibility, reliability, security, and value — have radically increased. For organizations looking at how to transform their business, one tricky question is emerging: Where do you find the right people to do the work?

The common challenges organizations encounter are:

- **Lack of talent:** The skills gap is increasing, especially those experienced with specialized skills.

85 million
unfilled openings by 2030.

*Korn Ferry research

- **Predicting performance:** The ability to assess on-the-job performance before hiring is problematic; bad hires are costly and increase business risk.

- **Hiring is slow and expensive:** The pressure to hire and onboard tech talent quickly is greater than ever. Traditional hiring channels and processes are slow.

- **Under-resourced initiatives:** Finding qualified talent means project initiatives are going unstaffed and are on-hold.

What should you consider when hiring to ensure the success of your remote teams?

- **Strong purpose:** You want each team member to have a strong alignment with the company's mission and purpose. Instead of focusing on cultural 'fit', consider their cultural 'contribution' and how they can enhance the organization.

- **Motivation for getting things done:** Look for individuals who are motivated to get things done and are passionate about their work.

- **Diverse in experience:** Strive for diversity in experience, encompassing multiple disciplines with depth in areas of mastery where necessary, such as engineering.

- **Low ego:** There is nothing more destructive to a team dynamic than an egotistical person. Low-ego individuals understand the importance of teamwork and servant leadership in achieving success.

15-30%
increase in representation of women and underrepresented groups in the workforce due to remote work.

*McKinsey study

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Tools and infrastructure

To establish a sustainable remote working model, organizations must invest in the necessary tools and infrastructure to develop an engaged and empowered workforce capable of seamless communication, collaboration, and delivery from any location. This approach will lead to a streamlined employee experience, simplifying access to information and tools and making it easier to accomplish tasks.

However, technological advancements alone are insufficient to ensure sustained success in remote work. Providing laptops and tools is not enough. To truly enable seamless communication and productivity, regardless of location, the tools need to be easy to use, with clear guidelines and education, and continuously improved through feedback and iteration. This approach should be supported by fast and reliable mobile and home broadband to avoid connectivity issues.

Tools

When procuring tools, it's critical to focus on the desired outcomes and task-level jobs. This approach helps you prioritize outcomes and match tools that support people to work effectively and accomplish tasks. Remember, the tool is not the goal, but rather the means to achieve the desired outcome.

Typically, employees need three things:

- **Guidance:** "I want to know what to do in a particular situation."

- **Access to tools:** "I need access to the tools and systems to do my job effectively."

- **Awareness of organizational news:** "I want to understand what's important to the organization right now."

According to a recent Almanac study, on an average weekday, professionals spend 28% of their time in meetings, 33% responding to emails and messages, and 34% searching for files and documents, leaving only 5% of their time for actual work. The rise in the number of meetings has led to meeting fatigue and highlighted the fact that workplaces have too many meetings and not enough centralized sources of information to help employees find what they need to do their job.

5%

of time left for actual work on an average weekday.

Communication and collaboration

A communication and collaboration platform is essential for creating a digital place where team members can connect and share information. Slack and Microsoft Teams are two popular collaboration tools that facilitate this.

When selecting a digital collaboration platform, consider the following:

- Public spaces (public channels) for team and project collaboration, and private spaces (direct messages) for private or sensitive conversations.

- Establish clear channel naming conventions for easy identification of their purpose, like 'project-learning' or 'social-books.' Consider adding an 'announcements' channel for company-wide updates.

- Notification curation to ensure people don't get overwhelmed by all the different conversations going on. This allows people to focus on what is relevant to them.

- Video conferencing capability, either built-in or through an integration with a third-party tool.

- Availability for both desktop and mobile applications, making it easy for your team to access shared documents or conversations from either platform, without having to copy and paste content from one app to another.

To encourage adoption, consider implementing an amnesty period where all internal communication is redirected to the digital collaboration tool. During this time, email should only be used for external messages. This will help team members get accustomed to using the new platform and ensure all important information is centralized in one location.

Guidance

To ensure employees can easily access information, implement a documentation system in the form of a handbook as a single source of truth. This is particularly important for remote operations striving to be best-in-class. By having and leveraging such a platform (e.g., Almanac, Microsoft OneNote), employees can quickly find the information they need and know who to connect with when they require assistance with a project.

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Project and task management

A project and task management tool (e.g., Asana, Workfront) is essential for facilitating alignment and clarity on what needs to be done. It can provide visibility into the progress of work across the organization. This tool allows leaders to outline desired outcomes and divide them into smaller tasks, which can be assigned to specific team members.

Team members then regularly update the status of their tasks, while leaders should frequently review these updates, take timely action, and provide necessary support. It's important to emphasize that if a task is not in this platform, it should not be worked on.

The project and task management tool should be configured to show what everyone is working on and ensure everyone has visibility into the progress of work. By using this platform, you can keep the entire team aligned and on track, ultimately resulting in more efficient and effective completion of projects.

After acquiring these fundamental tools, you can explore other tools relevant to specific job tasks, and functions. Choose tools that offer an excellent mobile and desktop experience, and seamlessly integrate with your primary digital collaboration tool. This integration ensures searches are indexed across all tools, making it easy to find the necessary information quickly and accurately.

Efficiency by subtraction

To prevent your organization from getting bogged down with too many tools, which can result in fragmented information and high costs, it's important to establish a process for managing the tools. This process should be supported by a team of experts who act as the gatekeepers for all tools — including new requests — overseeing the exploration and onboarding of new internal tools while decommissioning those that are no longer needed.

Begin by creating a comprehensive list of all the tools used within your organization and categorize them based on their functions. These categories may include communication and collaboration, task management, synchronous communication, and more.

Once you have categorized your tools, evaluate their effectiveness in meeting your organization's needs. Determine if they are fully utilized and integrated across all teams and departments. Identify any redundancies or inefficiencies, and consider consolidating or replacing tools where necessary.

Regularly reviewing and optimizing your toolkit can lead to improved productivity, reduced costs, streamlined communication, and a more efficient workflow. By ensuring everyone has access to the appropriate tools and knows how to use them effectively, you can maximize your organization's potential and achieve your goals more efficiently without being overwhelmed by a cluttered toolkit.

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Adoption

One area that is often overlooked in building successful remote teams is change management and adoption of the digital tools that support remote work. It is not enough to simply turn on multiple tools; organizations need to provide context for using the tools effectively and showcase their potential to improve productivity. This includes access to training and learning resources, which can be cost-effective by leveraging the tool provider's always up-to-date learning resources.

Creating an open community is another effective way to increase adoption. You can do this by forming a pre-selected group of volunteers from different departments based on ability to engage and influence, bringing them together to showcase the benefits of the tools and how they can improve their work. Over time, this community can develop and share hints, tips, and case studies to help evangelize the ways of working.

Finally, based on Nobl's innovation concept, organizations should invest in creating new permanent roles that sit as part of the gatekeepers of the technology team, referenced above. These roles can be called "business partners" or "adoption evangelists" and will require:

- **Intrapreneurs:** Innovative employees who act like entrepreneurs within a company, driving new ideas to improve the organization.

- **Political power-players:** Influential employees who leverage connections and resources to shape policies and decisions.

- **Resilient talent:** Individuals who can bounce back from challenges, remaining effective and adaptable in professional situations.

The primary responsibility of these roles is to partner with different departments and teams to understand their priorities and goals, and coach them on how the tools can support achieving these goals. They must overcome internal inertia and resistance to change, and repeat this process with other teams to increase adoption.

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Key Takeaways

Actionable steps for implementing tools and infrastructure for remote work:

Identify desired outcomes

- Clearly define the outcomes you want to achieve with remote work and prioritize them.

- Access task-level jobs that employees need to accomplish and map tools to do those jobs faster.

Select default tools for key categories

- Communication and collaboration (e.g., Slack, Microsoft Teams)

- Guidance (e.g., Almanac, Microsoft OneNote)

- Project and task management (e.g., Asana, Workfront)

Promote adoption and centralization

- Redirect internal communication to the digital collaboration platform and limit email usage for external messages.

- Establish an amnesty period to encourage team members to adapt to the new platform.

Implement a documentation system

- Create a handbook or documentation platform as a single source of truth for easy access to information.

Utilize project and task management tools

- Choose a tool that provides visibility of tasks, progress, and assignments across the organization.

Evaluate and optimize your toolkit

- Create a comprehensive list of all tools used and categorize them.

- Assess the effectiveness and utilization of each tool.

- Identify redundancies or inefficiencies and consider consolidation or replacement.

Establish a process for managing tools

- Create a team of experts to oversee tool exploration, onboarding, and decommissioning.

- Continuously review and optimize the toolkit to improve productivity and reduce costs.

Invest in change management and adoption

- Provide training and learning resources for effective tool usage.

- Create a public adoption community with volunteers who evangelize the tool benefits.

- Consider introducing permanent roles like "business partners" or "adoption evangelists" to drive adoption across teams.

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Security

Enable employees to work remotely and stay secure

When employees work remotely, organizations must prioritize the security of their data and systems. Remote work can increase the risk of cybersecurity threats and data breaches, which can result in significant financial losses.

Therefore, it's essential for organizations to have robust data privacy and security measures in place, including secure access to company systems, reliable tools, and regular employee training on best practices for data security.

The goal should be to create a security-conscious culture where employees are aware of and understand the importance of security protocols, and are motivated to follow them, so that organizations can reduce the risk of security breaches and protect sensitive information.

It is important for security protocols to be designed in a way that minimizes disruption to employees' workflows and productivity. For example, security measures such as multi-factor authentication or frequent password changes can be cumbersome and frustrating for employees if they are not implemented in a user-friendly way. Therefore, protocols should be designed with both security and usability in mind to strike a balance between security and employee productivity.

$4.5 million

average cost of a data breach, with **83% of the organizations surveyed experiencing more than one breach.**

*IBM study

Misunderstandings

1. **Remote work is less secure than working in the office**

   The belief that remote work is less secure than working in an office is a common misconception. Research has shown that with proper security protocols and training, remote work can be just as secure, if not more so, than traditional office work.

2. **Remote work is less secure due to the use of personal devices**

   While it is true that personal devices may create a larger attack surface and may not have the same level of default security as company-issued devices, the security of remote work can be enhanced through the implementation of security policies and technical controls. This can be achieved by enforcing and monitoring strong identity and access management practices, as well as adopting contextual data-centric architecture patterns. Leveraging security technologies such as secure virtual workspaces, mobile device management, and other zero trust tools can also contribute to a more secure remote work environment.

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There is no one-size-fits-all solution when it comes to remote security. Each organization has different security needs, and measures should be tailored to meet those needs accordingly. It's important to assess the specific risks and threats faced by your organization and implement the appropriate security measures.

One way to start is by keeping data in a cloud, or hosted systems, and not letting it be downloaded to local devices. However, when this is not possible, there are other solutions that can help reduce security risks:

- Data Loss Prevention solutions can monitor and prevent sensitive data from leaving the organization's control.

- Virtual Desktop Infrastructure (VDI) or Secure Cloud Workspace solutions allow employees to access data without having to download it to their device.

- Mobile Device Management (MDM) solutions can partition remote devices for personal and company use and provide a secure area for company data on the remote device.

- Company supplied managed devices are typically the easiest and safest option, but shipping and retrieving devices creates significant challenges for enterprise-size organizations due to the logistics of customs and tax, and guaranteeing safe retrieval of devices while still requiring an MDM solution.

- Mobile Application and Data Management solutions are similar to MDM, but rather than managing the device, management is restricted to the application, and data being accessed from the device based on a predetermined user/device context policy.

No matter which solution is chosen, it's important to ensure strong authentication, access controls, encryption, and endpoint security protections are in place.

"

Security needs to exist, but not be obtrusive. There needs to be layers of protection built into the workflow of the company in a manner where the person doing their job may not even be aware of it."

Rusty Perry
VP, Information Security and IT, Andela

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Zero Trust

Zero Trust is a more recent cybersecurity architecture framework that can help remote work organizations keep their data and systems secure by continuously validating access and authorization throughout the digital interaction.

There are several solutions that provide a more secure way to access company data where all access requests, regardless of device or location, are verified and authenticated before granting authorization.

These solutions include certain prerequisites such as identifying and understanding your most critical information assets, implementing strong identity and access management solutions, and policies that define risk-based access and least privilege principles.

With Zero Trust, access to data is not implicit based on a single authorization event, but is continually evaluated throughout the access session and is only granted after strict verification and authentication checks, regardless of the user's device or location.

To implement Zero Trust, organizations should, at a minimum:

- Look at the most critical information assets that need protection, determine the sensitivity of the data and classify these based on importance and risk if compromised.

- Understand the business model, i.e., data and people context (remote vs. on-premise, cloud), managed and unmanaged devices, geolocation work structure, customer and partner integrations, etc.

- Define policies that address data classification and trust levels for users, devices, applications, locations, etc.

- Have strong Identity and Access Management (IAM) policies and tools that enforce principles of least privilege, strict access and authorization controls granting only the necessary privileges required to perform the given task. Also, this should provide strong authentication mechanisms like multi-factor authentication (MFA), ideally leveraging biometric or hardware tokens to ensure the identity of users and devices before granting access.

- Look to Zero Trust solutions that provide context-based (user, device, location, etc.) continuous monitoring and risk-based access controls. This means that access requests to company systems and data are continuously monitored and evaluated based on the risk they pose. Least privilege principles are also used to ensure users only have access to the data and systems they need to do their job.

- Another important aspect of Zero Trust is network segmentation. This means breaking up the network into smaller, more manageable segments and only granting access to those segments when necessary. This helps reduce the risk of a security breach spreading throughout the entire network.

- Ensure proper monitoring and log analysis to identify and track user and device behavior for anomalies, suspicious activities and potential threats in order to prevent unauthorized access to company data and systems.

Zero Trust is not a product, but rather an ongoing process of assessing, monitoring and adapting your risk posture to effectively protect your organization's information assets and data from continuously evolving threats.

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Protection

When transitioning to remote work, organizations should take steps to instill a culture of collaborative security to keep their systems and data secure and protected. Here is a summary of some things to consider:

- Use strong passwords and enable multi-factor authentication. This means requiring a password and a code to log in.

- Make sure devices are secure before accessing work systems or data. This might mean updating the computer software, especially security updates, and implementing antivirus and advanced endpoint protection (AEP) solutions, and potentially using a special app like a secure virtual workspace to connect securely.

- Make sure data is encrypted on devices so that if someone steals a device, they can't read work files.

- Control who has access to work systems and data. Only give access to people who need it, and make sure they're using a separate account with strong passwords.

- Ensure adequate protections are in place for personal devices as well if permitting users to access company data from these devices. This should include requirements that devices are password protected and encrypted, the devices are not 'jailbroken' or otherwise altered from their originally intended use and are kept up-to-date with the latest security patches.

- Train employees to be aware of risks and how to protect themselves and the organization. This might include spotting phishing emails or using strong passwords and ensuring employees understand and adhere to the information security policies of the company.

- Keep an eye on work devices and data for any unusual activity. If an employee sees something suspicious, they should report it right away.

- Have a plan in place in case something goes wrong. This might mean backing up data regularly.

Automating data protection and governance

Automating data protection and governance can help organizations to more effectively manage data security and compliance risk. Automation can help with tasks such as: data classification and data loss prevention (DLP) processes and automatically applying access controls; assessing and taking action on data compliance and retention requirements; and providing risk-based reporting and performance metrics. This can help ensure sensitive data is properly protected, while also reducing the risk of human error or oversight.

Automation can also help to streamline the data protection and governance process, by reducing the need for manual intervention and allowing IT and security teams to focus on more strategic tasks. For example, automating system and application patching, security incident and event management, and DLP policy violations can help identify risks to sensitive data more quickly and accurately, allowing IT and security teams to prioritize their efforts and respond more efficiently to potential threats or breaches.

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Key Takeaways

Key takeaways and actionable steps for implementing remote work security measures:

Assess your organization's security needs

- Identify potential risks and threats associated with remote work.

- Evaluate and classify the sensitivity of the data being accessed remotely.

- Ensure policies exist that address trust levels and requirements to access systems and data.

Establish a security-conscious culture

- Provide regular training on cybersecurity best practices and importance of following security protocols.

- Encourage employees to report any security concerns or incidents promptly.

Implement strong authentication measures

- Enable multi-factor authentication for all remote access and consider biometric authentication for added security.

- Ensure policies evaluate the user, device, and location to apply the appropriate authorization level and prevent authorized access.

Ensure secure remote access

- Utilize VPNs (virtual private networks) for secure connections from unprotected networks.

- Implement secure remote desktop protocols or virtual desktop infrastructure.

- Enforce secure Wi-Fi practices, such as using encrypted networks.

Implement mobile device security measures

- Establish a mobile device management policy.

- Ensure devices are password protected.

- Deploy Antivirus, endpoint detection and response (EDR), Firewall, and other security tools to protect devices and data from threats.

- Enable remote wiping capabilities for lost or stolen devices.

- Enable encryption for sensitive data stored on devices.

Backup and disaster recovery planning

- Regularly back up critical data and systems.

- Develop a comprehensive business continuity and disaster recovery plan.

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Enforce access and authorization controls

- Apply the principle of least privilege to limit access to data and systems.

- Implement strong identity and access management practices.

- Establish device-trust through device posture assessment before allowing access.

- Continuously assess user, device, and location security context throughout the session.

Implement continuous monitoring

- Deploy intrusion detection and prevention systems and monitor for anomalies.

- Monitor user and device behavior for anomalies and suspicious activities to identify potential threats.

- Establish incident response procedures to investigate, contain, and quickly recover from security incidents.

Regularly update and patch systems

- Ensure all software and operating systems and applications are kept up-to-date with the latest security patches to address vulnerabilities.

- Use automated patch management tools where possible.

Conduct regular security audits and assessments

- Perform internal and external security audits.

- Engage third-party security experts for compromise assessments.

Stay informed about emerging threats and best practices

- Stay updated on the latest cybersecurity trends and news.

- Update policies and controls to address new and emerging threats to the organization.

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Compliance

The rise of remote work has created a new set of challenges, particularly in terms of compliance. One of the biggest concerns organizations face is the implications of the classification of workers. Organizations must ensure their remote workers are being allocated correctly for tax reasons, which can be a complex, and time-consuming process.

The four key compliance aspects to consider when operating remotely are:

1. **Employment laws and regulations:** Ensuring compliance with the laws and regulations of the countries where their employees are located is a critical consideration for organizations. This includes laws related to employee classification, minimum wage, overtime, workers' compensation, and benefits. Employers must ensure they are adhering to all relevant laws and regulations, especially when their employees are working remotely.

2. **Tax:** Another key area of concern is tax compliance. Employers must ensure they are properly withholding and paying taxes for their remote employees, regardless of where they are located. This can be a complex process, as tax laws vary from country to country, and employers may need to comply with different tax regulations in multiple jurisdictions.

3. **Intellectual property:** Organizations must also consider how remote work affects their intellectual property rights. This includes ensuring employees are not infringing on third-party intellectual property rights, as well as protecting the organization's own intellectual property when employees are working remotely.

$11k

typical annual savings by employers for every person who works remotely just half of the time.

*Global Workforce Analytics study

4. **Compensation:** Remote work can also impact workers' compensation requirements. Employers must ensure that wages are provided in compliance with local laws, including salary transparency, minimum wage and overtime requirements. Employers also need to make sure their employees are adequately covered by insurance, including workers' compensation coverage, even when they are working remotely.

To address these concerns, enterprises should consider the following steps:

1. **Conduct a compliance audit:** Do a comprehensive audit of existing compliance policies and procedures to identify any potential compliance gaps.

2. **Update policies and procedures:** Based on the results of the compliance audit, update relevant policies and procedures to ensure compliance with applicable laws and regulations.

3. **Provide training:** Employees should be trained on remote work policies and procedures, including data privacy and best practices.

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With the implications of the classification of workers being one of the biggest concerns organizations face, consider the following:

- Correctly classify workers as either employees or independent contractors. This classification is critical in determining tax withholding and payment obligations. Employers are required to withhold and pay taxes for employees, while independent contractors are responsible for paying their own taxes.

- Tax laws vary from country to country and state to state. Organizations need to understand the tax laws in each jurisdiction where their remote workers are located, and comply with all relevant tax regulations.

- Be aware of local taxes in the jurisdictions where remote workers are located. Some localities have income taxes, while others do not; ensure you determine whether your organization is required to withhold these taxes.

- Maintain accurate and secure records of your remote workers' tax information. These records are critical for reporting taxes and complying with audits.

- Comply with all employment tax laws, including the timely payment of payroll taxes and the accurate filing of payroll tax returns.

- Tax laws are complex and can vary depending on the circumstances. A tax expert can provide guidance on compliance requirements and help enterprises avoid costly mistakes.

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Key Takeaways

Key takeaways and actionable steps for remote work compliance:

Worker classification

- Review and accurately classify workers as employees or independent contractors.

Understand tax laws

- Research and comply with tax laws in the jurisdictions where remote workers are located.

- Determine if there are any local taxes that need to be withheld.

Maintain accurate records

- Keep thorough and up-to-date records of remote workers' tax information.

- Ensure records are secure, yet easily accessible for reporting and audits.

Consult with tax experts

- Seek guidance from tax experts to ensure compliance with tax regulations for different jurisdictions.

Compliance with employment tax laws

- Comply with all employment tax laws, including timely payment and accurate filing of payroll taxes.

- Stay informed about changes in tax regulations that may impact remote workers.

Conduct compliance audit

- Perform a comprehensive audit of existing compliance policies and procedures.

Update policies and procedures

- Revise and update relevant policies and procedures to ensure compliance with laws and regulations.

Provide employee training

- Train employees on remote work policies, including compliance and best practices.

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54%

of respondents say they feel overworked, while 39% described themselves as outright exhausted.

*Global Work Trend Index underline survey

Employee wellbeing

During the pandemic, many people experienced working from home for the first time, leading to an increase in meeting fatigue as organizations tried to replicate the physical office online. The unstable economic climate also caused anxiety around job security, resulting in overworking and creating a false impression of productivity. Additionally, individuals substituted the time saved from commuting with longer working hours, which led to burnout.

Too many meetings, distractions, and notification pings are not solely responsible for the decline in mental health. Our lack of self-awareness as human beings is also a contributing factor. People are just as likely to self-interrupt as they are to be interrupted by technology, such as notifications and targeting algorithms. Self-interruption can take on various forms, such as suddenly stopping what you're doing and switching to checking email or social media without any clear explanation. Being mindful of this form of interruption can help one focus on the task at hand.

Focus is now our biggest challenge

Dr. Gloria Mark, a professor of informatics at the University of California, Irvine, conducted research on interruptions in the workplace and found concerning statistics. The average attention span on a screen is 47 seconds, with a median of 40 seconds, meaning that half of all observations show an attention span of less than 40 seconds on a screen. A study by Harvard University psychologists also found that people spend nearly 47% of their day thinking about something other than what they're doing. In addition, when interrupted, Dr. Mark's research shows it takes an average of 25 minutes to refocus fully on the original task.

We have a finite capacity for attention, and it's essential to allocate attention to tasks that are important to us. Taking a balanced approach to sustain focus is crucial.

Organizations have the opportunity to showcase how workplace tools can support people in reducing distractions and creating space for deep focus time, reducing anxiety and feeling overwhelmed. By following notification configuration guidelines, protecting one's time, and disconnecting, distractions can be reduced.

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Key Takeaways

Key takeaways and actionable steps to improve the wellbeing of remote workers and enhance productivity:

Reduce distractions

- Encourage employees to configure and turn off notifications; use "do not disturb" (DND) shortcuts and commands; be mindful of when to tag colleagues; save or create a task for later.

Get back on track

- When disruptions occur, encourage employees to prioritize time to complete their work and adapt accordingly. With a flexible attitude and mindful approach, it is still possible to create an optimal day.

Calendar blocks

- Encourage employees to block off time for critical deep work, reschedule conflicts, and add time for lunch, breaks, or self-care activities like meditation or yoga.

Encourage mindfulness practices

- By offering mindfulness training or encouraging employees to engage in mindfulness practices, organizations can help employees develop greater self-awareness and focus.

Intentional social engagement

- Create ways to enable conscious social interaction (such as coffee chats, or virtual meet-ups) to avoid feelings of isolation or loneliness.

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Summary

The way we work is rapidly evolving, and remote work is at the forefront of this transformation. By acknowledging the challenges we outlined in our guide, investing in the necessary resources, and implementing the practical steps we have offered, organizations can unlock the numerous benefits that remote work offers, particularly in the technology space.

Building an effective digital infrastructure can be done through strategic investments and a long-term focus on remote work implementation. It's natural to feel overwhelmed, but by prioritizing your needs and starting with small steps, you can gradually iterate and evolve, effectively unlocking new possibilities, leading to increased innovation, employee satisfaction, and sustainable growth in the future.

We can help you scale your remote strategy by providing the playbook for building remote-fluent teams and redefining how work gets done. We help change **HOW** work happens, not just where. With Andela, you can access qualified technologists, resulting in improved productivity and cost savings. Unlock new possibilities for growth and achieve sustainable success.

> "
> We've built a global platform that connects people from all over the world to co-create a healthier, more sustainable, more productive way of working."

Jeremy Johnson
CEO and Co-founder, Andela

Embrace the future of work with Andela and change the way work happens, forever.

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A final word from us

As we embark on the journey toward the future of living, we convey a resounding message: remote work is not just a temporary shift, but a transformative force with boundless potential. It is a catalyst for efficiency, productivity, inclusivity, and a healthier work-life balance. The barriers of time and location are crumbling, giving rise to a world where talent knows no boundaries and opportunities abound.

With our forward-thinking approach and comprehensive global talent management solution, we stand ready to guide you through this paradigm shift. Together, we can embrace the power of remote work as a product, not merely a perk, and unlock the true potential of your organization, its people, and the world at large.

Step into the future of work with us and witness the transformative possibilities that lie ahead.

"
Our focus on the human element allows us to make connections that go beyond just technical qualifications and create mutually beneficial partnerships that stand the test of time."

Alvaro Olivera
Chief Talent Officer at Andela

Trust
hire with confidence with a 96% match success

Performance
talent that delivers, at 30-50+% less cost

Flexibility
global talent on-demand, accommodating flexible team structures

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The Andela Solve

Hiring for remote

We can help your organization by providing the right talent for varying team configurations and engagements.

✦ **End-to-end experience:** We help you find the right talent for your organization's culture, regardless of whether you prefer a centralized or distributed team setup. With our extensive marketplace of qualified technologists from around the world, we can help you build the ideal team that fits your unique needs.

✦ **Unmatched talent sourcing:** Our Talent Decision Engine™ has evaluated over 4 million engineers over the last decade, allowing us to find and place the best candidates for your organization with a 96% success rate. Plus, our talent sourcing approach is up to 70% faster than other recruiting methods, ensuring you can get the talent you need as quickly as possible, at 30-50% less cost.

✦ **Andela tech solutions:** We offer comprehensive solutions to specialized disciplines such as Application Engineering, Artificial Intelligence, Generative AI, Cloud, Data & Analytics, Product and Design. Get business solutions from the professionals in these fields. Our experts have mastered over 750+ tools and frameworks to help you implement custom solutions that deliver ROI.

✦ **Integration and collaboration:** Deciding on the most essential tools for your organization and then integrating all of them can be a challenge. Andela can guide you through your tool evaluations and bring them all together.

Overall, our end-to-end experience and talent sourcing capabilities make us a valuable partner for any organization looking to build a world-class technology team.

Security

Andela's Managed Security team and its partners are here to continually protect (SOC) and run regular proactive audits, pen test and bounty programs as a service 24/7 globally.

Compliance

We can help you seamlessly navigate the complexities of global compliance and legal obligations. Our end-to-end platform revolutionizes the way you source, qualify, hire, manage, and pay technologists from all over the world. Our partners can work with you on different aspects of your auditing and compliance governance through staff augmentation or managed services to help you scale globally in a compliant way.

Wellbeing

Our talent marketplace gains access to a comprehensive range of wellbeing offerings aimed at fostering a healthy and balanced lifestyle. Our extensive benefits include discounted healthcare services in select locations and a wide array of wellbeing programs designed to enhance personal and professional development. These programs encompass various activities such as in-person meetups to encourage social connections, virtual yoga workshops to promote physical and mental wellbeing, and community focus hours that provide a shared virtual space for technologists to collaborate and work together effectively.

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Thank you!

Andela Talent Cloud helps you build IT teams and deliver projects faster.

Get in touch with us at andela.com/enterprise

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