macquarie
TELECOM

Remote working readiness.

**Macquarie Telecom's
guide to helping your teams
work away from the office.**

Today, every business across Australia is facing uncertainty.

We all need to do everything we can to keep our businesses running. Right now, that means preparing your people to work wherever they need to, by giving them tools to make it easy.

We are here to make sure you're ready.
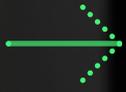
Business continuity

How can we keep providing services to our customers, even though our workforce is disrupted?

Working from home

How can we quickly enable people to work from home, when they're usually office based?

Controlling our costs

How can we make sure our costs don't escalate as our staff begin to work from home?

Staying in touch

How can we communicate quickly and effectively with our customers and our staff?

Being ready

How can we make sure we're ready if there are sudden requirements for isolation – before it's too late to respond?

Staying connected at home.

Not everyone has access to fast internet or unlimited phonecalls in their home. Office-based workers who suddenly need to do their job from their home will need access to one or both of these. Here are some ways we can help make the transition easy.

Our mobile plans. Cost effective, easy to deploy.

We're making it easy to deploy SIM cards to your staff, to set them up with company-provided voice and internet. Macquarie Telecom uses the Telstra 4G network for strong in-building coverage and consistent data speeds. At a time when controlling costs is essential, our plans provide more for less in many cases. We also let you share your data right across your fleet, providing more cost assurance. And keeping track of costs is straight forward in our FleetView portal.

To make things easy during uncertain times, plans above 5GB are available without our usual 24 month contract. (Our standard disconnection notice period still applies.)

Smartphone plans

$18	$25	$45	$55
1GB	5GB	30GB	80GB

Our smartphone plans include unlimited voice and text within Australia

Data device plans

$10	$15	$25	$45
1GB	5GB	10GB	50GB

An instant 4G Wi-Fi network that's lightning fast.

Our two models of 4G-based Wi-Fi router can be paired with a short-term data SIM, to provide a company-paid Wi-Fi network to staff working at home.

Several devices can be connected at once, allowing home-based workers to connect their laptop, tablet, and other devices.

Controlling costs when your workforce is based at home.

FleetView, your simple fleet portal.

Setting up your office-based teams to work remotely will likely mean setting them up with company-paid phone and internet services at home.

Keeping these new costs under control starts with well-priced services, but you'll also need a quick way to keep track of individual and group usage.

Macquarie Telecom's FleetView portal makes this easy. You can set up real-time alerts that are triggered when a specific threshold is reached. Choose whether they're sent as an email or text, and who should receive them – for example, managers, cost-centre owners, or administrators.

If individual or group usage is going to exceed the included quota, you can make a simple plan change before being hit with excessive charges.

FleetView is easy to use from the first time you log in, but your local account manager will always be on hand to help you get the most out of it.

It's easy to see the top spending users for a specific month, or check the current month to date.

Clear graphs break down the total and individual spend by call type, and a daily spend tracker presents the whole month's spend pattern in one place.
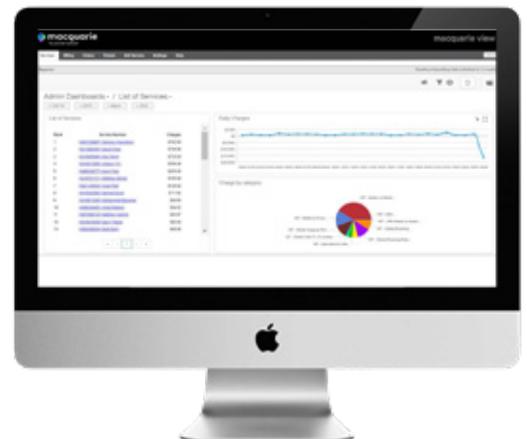
Keeping your staff and customers informed.

Notify Now. Instant messaging that cuts through the noise.

Communicating with your customers and staff has always been important, but over the next months it will become vital.

Notify Now is a text-based messaging service that lets you send direct, instant messages to groups of any size. It can be set up and ready on the same day, and you only pay for messages you send. We recommend having Notify Now ready to go even before an immediate, simple way of contacting people becomes crucial.

Notify Now is the best way to keep your staff and customers engaged when other avenues of communication are shut down.

Instant set-up that's simple	Only pay for messages you send	No contract or recurring costs

98%
of recipients will open and read an SMS message

f **12%** of recipients read a post

✉ **22%** of recipients read an email

🐦 **29%** of recipients read a tweet

Average time to open, read, and respond to a message

💬 **SMS 90 sec** vs ✉ **Email 90 min**
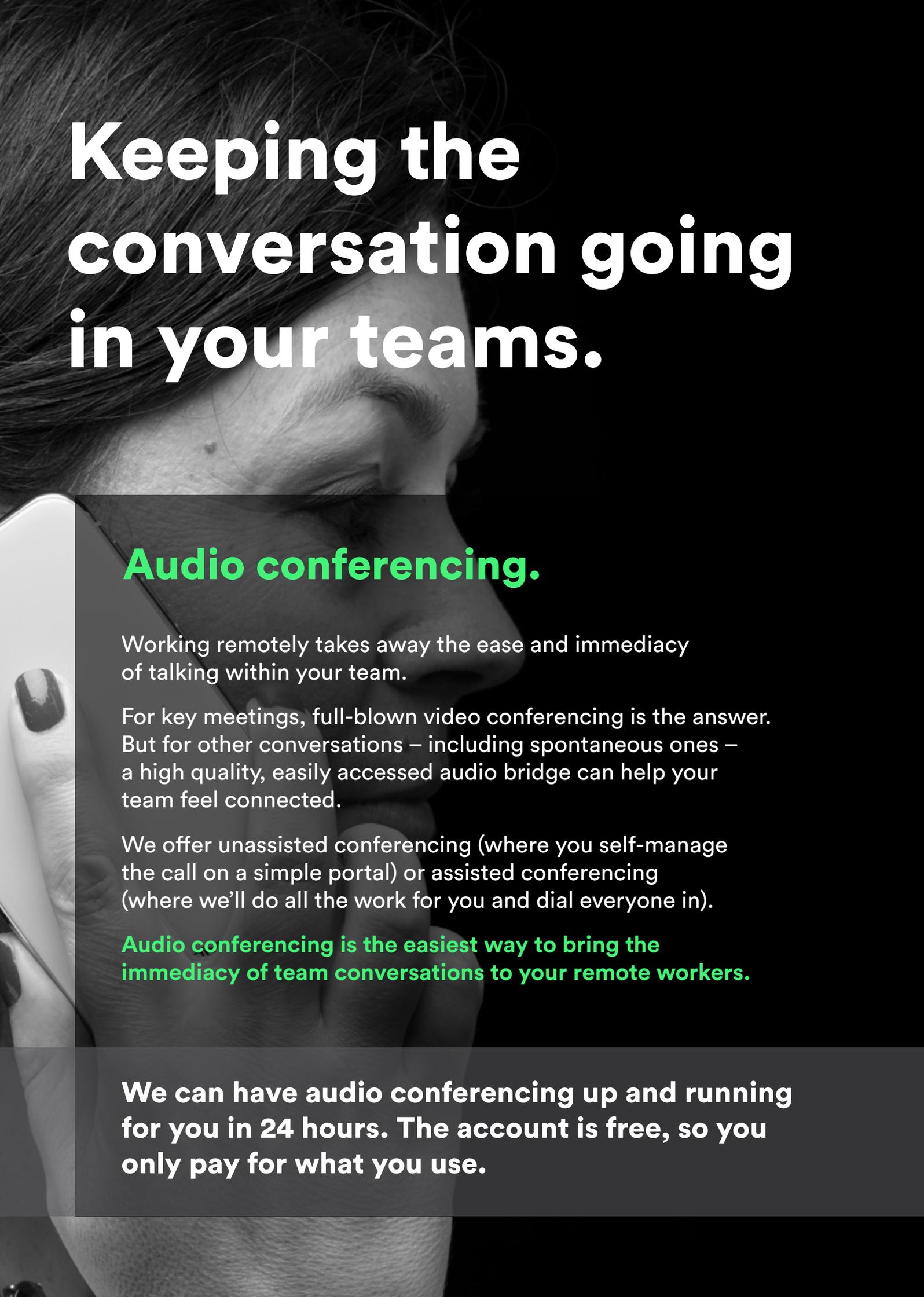
Keeping the conversation going in your teams.

Audio conferencing.

Working remotely takes away the ease and immediacy of talking within your team.

For key meetings, full-blown video conferencing is the answer. But for other conversations – including spontaneous ones – a high quality, easily accessed audio bridge can help your team feel connected.

We offer unassisted conferencing (where you self-manage the call on a simple portal) or assisted conferencing (where we'll do all the work for you and dial everyone in).

Audio conferencing is the easiest way to bring the immediacy of team conversations to your remote workers.

We can have audio conferencing up and running for you in 24 hours. The account is free, so you only pay for what you use.

Data security in a remote-working environment.

Encrypted VPN connection to keep your corporate data safe.

It can be challenging to move your teams to a work from home environment when they're dealing with confidential company data – especially if they're using their own laptop or desktop.

We can help protect your organisation by providing an AES-encrypted SSL layer VPN connection straight into your network – even if it's not with Macquarie Telecom.

We've made it simple for non-technical people to use their own web browser to connect directly to corporate systems.

It's easy to add our secure VPN into your network, even if your network's not with Macquarie. We can also integrate with your other systems and security policies.

Keeping teams engaged when remote working is the new norm.

Many people are used to working from home from time to time, but the shift to a world where entire departments and teams are permanently off-site is a significant one.

We've put together some ideas that will help keep your team engaged while everyone's doing their job remotely.

Increase the frequency of team meetings and check-ins. Some teams will find it helpful to have a daily check-in. Keep it brief and focussed.

Set more immediate goals where it's feasible – setting out the scope, deadlines and deliverables for each one. Shifting the focus from the long-term to smaller, short-term goals will help people keep a sense of momentum, and also offer you an opportunity to praise them for their work.

Focus on outcomes instead of activity. It's not possible (or wise) to emphasise hours worked or quantity of activity. Instead, keep your focus on outcomes and measure your team's success through that lens too.

Share stories of successes: project milestones, successful meetings, and of course inventive ways of producing great results while working under difficult circumstances.

Be ready to accommodate people's personal circumstances. Some people will have children or pets in the background, for example. This is the new normal, and being patient with interruptions and distractions will help everyone work together and feel supported.

Be in touch directly with every team member one on one, each day – even just for a few minutes. It can also be helpful to open a conference bridge for your team at a set time every afternoon, allowing them to dial in if they want to chat.

Keep an eye out for people who are showing signs of stress. General anxiety, isolation, pressure with relationships at home, and worry about financial uncertainty are all likely at various times over the coming months.

Local support, ready to help you with remote working.

Our Sydney-based call centre is here to help.

When businesses need help, they need well-qualified call centre people based right here in Australia. We don't outsource any calls to offshore providers – instead, we have our own highly trained support team in the centre of our head office in Sydney.

All our solutions are easy to deploy and use, but if you need support, our call centre is available 24/7 to answer any questions you have.

Our call centre's current Net Promoter Score (NPS) is +71, and we continuously strive to make it even higher.

Account managers who build lasting relationships.

Every one of our customers is looked after by a local account manager. We believe that when the unexpected happens, you need an expert within your telco who knows your business inside out.

Our account managers build a strong relationship with every customer they work alongside.

Everyone's pulling together during a very challenging time, and we're ready to do anything we can to help your business maintain continuity.

Lyle
Sydney call centre
team member

Get in touch with us.

📞 **Call us on 1800 004 943**

↗ **Learn more at macquarietelecom.com**

We'll hold your hand.

Whether you're setting up your new services with us, or migrating from another telco, you'll have your own Sydney-based project manager to make the transition easy. We don't expect you to fend for yourself or leave things to chance.

Other services.

Macquarie Telecom provides SD-WAN services, nbn access, cloud storage and security, and plenty of other products we haven't covered here. We'd be very happy to spend time with you and work through the best plan for your business.

Anu
Project manager

To find out more about what we can do for you, please call us on 1800 789 999 or visit macquarietelecom.com.

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