"With over 20 years of experience providing remote support to clients that rely on technology, I know what it takes to deliver business continuity. Add to that another 20 years of support in the service industry you'll not find another company that takes customer service to heart as I do. Find out for your business what a difference it makes. "

Dan Foote
Owner/President

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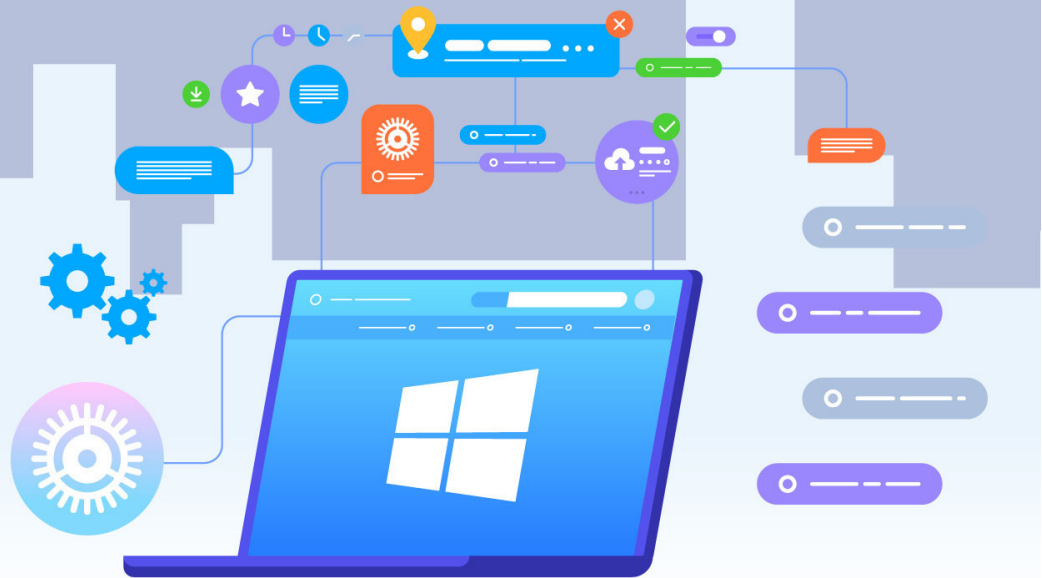
Top Remote Working Software and Tools for 2021

By JOSE MARIA DELOS SANTOS

Remote working software can be classified under several categories. Collaboration software, video conferencing software, and chat software are some examples of remote working software that enable an individual or a team to work outside of a main office. In short, any type of software that allows you to process or complete work and be productive is a remote working software. It can be a single platform or several integrated applications.

Benefits of remote working software
Knowledge workers and other professionals with white-collar jobs are the main users of remote working tools, as they do not have to be physically on-site for machinery, equipment, patients, or products. From the confines of their own home or outside of it, they are able to complete their tasks, communicate with co-workers, customers, or candidates, and provide creative work or insight. They are able to accomplish most things without going to the office. The software allows them to focus and follow processes with fewer distractions. Organizations can spend less time on physical workspace and spend it instead on data infrastructure and security. Without the hassle of travel and traffic, people can manage time better and improve their productivity. The environment also benefits from a little less pollution.

Features of remote working software
The best software for remote workers is the application that supports workers in whatever process their work follows. If a team needs to talk face-to-face with each other daily for brainstorming or planning, their remote working software should include video conferencing capabilities. If the team needs to work on tasks within a defined schedule or budget, then they should use an online project management software.

Best Gear for Remote Work

Noise-Canceling Headphones

If you work around other people, headphones are a necessity. They prevent echo and feedback on office calls and help block out distractions so you can focus on the task at hand. They also let you establish a personal work "bubble," giving a clear indication to anyone else in the house that you're currently busy and can't be disturbed.

The price of headphones varies significantly. If you have the means, invest in quality products. You'll be using them a lot, and there's a big difference between the low and high ends of the market.

At the very least, choose headphones with active noise cancelation, since they do a much better job of blocking out unwanted noise. This is helpful at home and crucial if you ever need to work from a busy coffee shop or airport. The best models, like the Sony WH1000-XM3, have 30 or 40 hours of battery life, sound great, and work with voice assistants like Alexa.

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Netflix's CEO Was Asked About Cracking Down on Password Sharing—Here Is What He Said.

Netflix has always taken a relaxed position on people sharing passwords. It was sort of an unwritten rule that while the company didn't outright condone it, it was fine with the fact that kids went off to college and still used mom or dad's account. It was one of the things that made Netflix so well-liked and popular.

Then, in March, Netflix started testing a feature that would display a message if you tried using an account outside of the owner's home. As reported at the time by The Streamable, Netflix would tell users "If you don't live with the owner of this account, you need your own account to keep watching." Netflix will then prompt you to enter a code sent to the account owner via email or text, similar to two-factor authentication.

That, as you can imagine, didn't go over really well. It felt like Netflix was getting ready to crack down on something it had allowed for years. In fact, research from Magid shows that as many as a third of all Netflix users share their account passwords. That's a lot of password sharing considering the streaming service had just over 200 million subscribers at the start of the year.

Now, however, Netflix has clarified its position. More specifically, its top executives were asked during an analyst call on Tuesday whether this amounted to "turning the screws" on people who were freeloading on. "We will test many things, but we would never roll something out that feels like turning the screws," Netflix co-CEO Reed Hastings said during the conference call.

I suppose that's good news if you happen to be one of the people who still binge-watches *Stranger Things* on your old roommate's Netflix account. More importantly, however, Hastings's response is a great example of emotional intelligence for two reasons.

First, he didn't deny that Netflix might make it harder to share passwords with people who don't live with you. Hastings is a smart business person and he knows that it's getting harder and harder for the company to grow. As an example, Netflix reported 4 million net additions to its subscriber base in the last quarter, compared with 10 million during the same time period last year.

Even considering that last year was an exception due to a surge in people watching streaming video while staying home during Covid, the larger you get, the harder it is to continue growing at the same pace. At some point, Netflix is going to need all of those people sharing accounts to sign up for one of their own. Hastings knows this, which means that the company will probably continue to test ways to encourage people to sign up.

And yet, he managed to show he understands that how you communicate matters. Essentially, his answer is, "*Yeah, we're probably going to keep trying things, but everyone relax, the streaming police are not going to knock on your door and ask you for your wallet. You know us -- we're not like that*."

And Netflix has never been like that. It's never tried to be the bad guy. It's never tried to crack down on its customers. Even as the company has regularly raised its prices, that blow has been cushioned by the fact that it was still a great value when you consider that it let you essentially distribute that cost among several people. Even if you were paying the bill yourself, knowing that your kids were also using the account made it a little less painful every time Netflix started charging a few dollars more.

By framing his answer this way, Hastings reiterated that while Netflix is a business, it also appreciates its customers enough not to alienate them by making things difficult in pursuit of a quick buck. That's not only brilliant, it's a great example of emotional intelligence.

Shiny New Gadget Of The Month:

BUZZ B-GONE

Buzz Be Gone

Summer and autumn are perfect for enjoying the sunshine and walks in nature. Unfortunately, that often gets spoiled by annoying mosquitos and insects. If you feel victimized by bugs, or if they found their way into your home, then getting a zapper might be the solution that you've been waiting for. And yes, most of them are not very safe to keep around, can be noisy, bulky, and expensive. But not Buzz B-Gone Zap!

This modern, innovative mosquito zapper will solve all of your insect-related issues, without taking much space, making noise, or being unsafe for you or your family. Get rid of insects once and for all!

This device is small and portable, as well as looking quite stylish and discreet, so it's a perfect solution to your indoor insect problem. But it's not limited to your living room or bedroom either – you can hang it up near your tent if you're out camping, or on your porch, so you could have undisturbed barbeques with your friends. Most importantly, it is safe to keep around your family members, for its secure grid design prevents even the tiniest of fingers from finding a way to the electric core. It also contains no chemicals or dangerous substances, so it's much better to use than smelly, toxic sprays. Buzz B-Gone Zap uses purple LED light to attract mosquitoes and other insects, and then quickly zap them with high-voltage electroshock. Simple yet effective!

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Most remote workers collaborate on documents and other files, so they need file sharing, cloud storage, and communication tools. Those working with teams also need to manage the workload and schedule of the whole team, so a team management software would provide the overview, performance, and other important team data.

Best remote working software and tools

Below is a list of the top remote working software used by individuals and teams all over the world. These are reliable systems that are designed to support a variety of business requirements, work processes, and team configurations. Those included are reviewed and recommended by multiple sites with good customer feedback, sets of features, and top market shares.

Google Drive - Google Drive is a cloud storage service that is accessible across platforms and devices. A remote worker can easily share or collaborate with others on files stored on their Drive. Documents, spreadsheets, and presentations can be opened and edited without the need for another application. It is also easy to search any file with its smart search tool.

Dropbox Business - Dropbox Business is a remote working software that provides teams several tools in addition to a secure file storage. Teams can collaborate on a variety of files including Google Docs, Sheets, and Slides, as well as Microsoft Office and Dropbox Paper files. It also allows remote workers to organize their work for specific projects or clients and access content easily while using other apps through integration.

Cisco Webex - Cisco Webex is a video conferencing software that helps remote workers to have online meetings with others. It is a simple and reliable solution, so teams can continue to call and meet regardless of each other's location. It also works with other applications so work can continue to be smooth and hassle-free. Specialized Webex devices are also available to further improve the team meeting experience.

GotoMeeting - GotoMeeting is an online meeting remote working software that teams can use for video conferencing needs. Remote workers can join or host online meetings easily. It supports audio, web, and video calls across devices. They can participate in meetings during commute, use voice commands to join meetings, and review the meeting video which are recorded and stored on the cloud.

Basecamp - Basecamp is a remote working software for managing projects and internal communications. It promotes organization so that teams, projects, files, and communication are easy to find and access. The software is designed to keep remote workers updated with the latest activities, conversations, and information in the context of work.

Adobe Sign - Adobe Sign is an electronic signature software with enterprise-grade security. For businesses to move forward, approvals are needed, such as with contracts, loans, and deals. Sign e-signature software automates the signing process for individual signers and multiple recipients. It works across devices so that customers or co-workers can simply tap to electronically sign documents.

HelloSign - HelloSign is a software that lets remote workers send, sign, and collect signatures electronically. They can also track the progress of the request. The software integrates with Dropbox, Google, Salesforce, and other apps. Other features include templates, bulk send, custom branding, and team management tools.

Slack - Slack is a recommended remote working software because it provides a place for all communication and exchange of information. With its channels feature, workers can easily organize and categorize conversations making it easier to access than emails. The software also allows for file sharing, conference calls, and integration to other productivity apps.

Microsoft Teams - Microsoft Teams is a collaboration software that enables remote workers to chat, meet online, and call to remain connected and organized. It has a screen sharing feature to show content to others. The software also lets users streamline and automate their workflows with integration to other productivity apps, or they can build custom solutions using low-code development tools.

Dr. Mary M. Rydesky

As president & CEO of DanTech Services, it's been our stated goal of Computers Under Control that puts our focus on the technology that services your business. Around that purpose, we've built a fantastic team that provides support to our clients. Mike & Michael, on our front lines, handle calls, tickets, and requests. Janet provides outreach, follow ups, and helps with the business development of DanTech Services. Their hard work handles the day-to-day functions that let us support that stated goal. And Peter, the man behind the newsletters, tech tips, and emails has been there from almost the start, delivers these messages to you!

Less known, yet my primary mentor, consultant, and life guide, is Dr. Mary M. Rydesky. Her quiet influence has been a major force in shaping DanTech Services from the beginning of our venture into managed services. Knowing that she has also been recognized at the national-level by SHRM, the Society for Human Resource Management, confirms to me what I've known all along. Thousands of departing military members, from E-1's to top level officers, have learned this. Community business leaders have learned this, as have owners and managers, students and employees, and the board members she's associated with through the years of her service.

"Quiet influence" in the same sentence as "major force" might seem contradictory, yet I've no other way to describe how Mary moves through life. She's been a life-long learner and teacher—literally from her youngest years. When involved in a project, she is tireless, yet can rapidly switch to a different project or task because her schedule demands it. I, for one, have trouble keeping up with her!

Her love of technology integration and its use in how she teaches was our introduction. It continues to this day, and I expect will continue long into the future. Seeing this recognition by SHRM of what I, and others, have known for years, let's others know how valuable a person and professional Mary is to those around her.

To the woman that tagged DanTech Services with "Computers Under Control", please join me in congratulating her for this recognition.

Well deserved barely covers it.

Dan

SHRM Emerging Professional Champions: Mary M. Rydesky

By Andrew Deichler

As part of an effort to recognize the next generation of human resource leaders, the Society for Human Resource Management (SHRM) is naming students, alumni and others who work on behalf of emerging professionals as SHRM Emerging Professional Champions. This week, we're looking at Mary M. Rydesky, DBA, owner and CEO of Transition Management Consulting; professor of business management at Wayland Baptist University in Anchorage, Alaska; and a student chapter advisor.

Mary M. Rydesky became a manager early in her career. She found herself drawn to projects that performed upwards evaluation of managers and quickly realized that companies generally need more human resource expertise. "We have a good number of people out there who have the accounting and finance background in our companies. And often it's the HR that is overlooked and undervalued," she said. While working as a manager and earning her second master's degree in business, Rydesky observed that companies often prioritized having employees meet certain company targets. But there was little emphasis on the employees themselves and how their well-being needs to be part of the overall strategic thinking of a company. She eventually became committed to shifting workplace culture.

After joining SHRM, Rydesky found a community of HR professionals who shared her interest in and dedication to reshaping workplaces to be more employee-centric. As founder of her own consulting firm, she has worked for many years to help HR departments refocus on individual employee growth. She also took up teaching because, she said, the sooner HR professionals can grasp the evidence-based mindset, the better. "We've got a lot of knowledge stored up, and now we need to see how we can get people who are out there practicing it," she said. Rydesky doesn't see education as something that occurs in stages; rather, it's a lifelong, collaborative process in which people of all skill levels can learn from one another. Within her SHRM student chapter in Anchorage, Alaska, she matches students with professionals in the community so the students can learn from experts. She also helps young professionals find opportunities to teach in public school classrooms. When speaking about careers, young professionals see how they can relate to younger people, and students learn what HR does. "Anything that is a real-world opportunity for coupling a student with a professional has been my modus operandi," she said.

Mentorship—and Rydesky's unique approach to it—is a critical component of the process. She has students engage with HR professionals for extended periods to work on projects together. Rydesky believes that a project-focused approach to mentoring is more preferable than simply having mentors periodically check in with students; having a project to work on together ensures the mentors and mentees achieve results.

Anchorage's unique economy has also presented opportunities for Rydesky as a professor and a career coach. Joint Base Elmendorf-Richardson is the largest employer in the area, and one of her many roles is helping military service members transition to civilian careers. Their unique experience and training often make them prime candidates to work in HR. "These men and women, from around age 20, may be put in charge of 400 people," she said. "They're taught very carefully about many of the underlying things that are so important to what we do in this career, from trusting and listening to record-keeping to disciplining. So, if I help them to recognize what skills they already have, they might start thinking, 'Maybe I want to be an HR professional.'"