



 Future Processing

# 800 employees - from office to remote in just 24 hours

Tips&Tricks for CTOs





# Table of contents

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<b>Introduction</b>	<b>3</b>
<b>First things first</b>	<b>4</b>
<b>Our clients</b>	<b>5</b>
<b>Security</b>	<b>5</b>
<b>Access to information</b>	<b>6</b>
<b>Communication</b>	<b>8</b>
<b>Tools</b>	<b>9</b>
<b>Equipment</b>	<b>10</b>
<b>Stay on guard</b>	<b>11</b>
<b>Share knowledge</b>	<b>11</b>
<b>...and more</b>	<b>12</b>



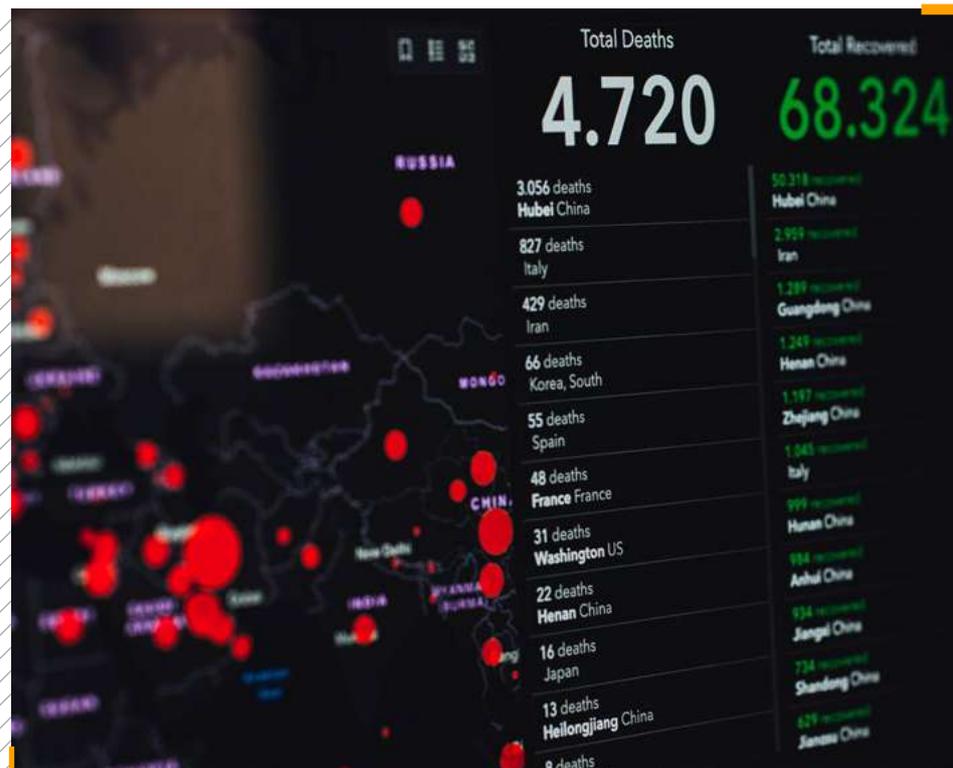


# Introduction

We are an IT partner that provides companies with high-quality technical expertise and software solutions perfectly tailored to their needs. As we are from the tech branch we have always had an opportunity of working remotely available for our employees. It is why we already had IT services related to it working and well known to our people. On the other hand, on the everyday basis there are no more than 200 of us at home office and we knew we had to modify the existing infrastructure so it can withstand the load of 800 people working remotely at the same time.

## How did we manage to switch to complete remote work in literally one day? What was done, what were the challenges, what did we take care of?

We are to share our **tips&tricks** as well as practical knowledge in hope that our experience will help your company to move to this specific, yet necessary in times of SARS-CoV-2 pandemic, model smoothly.





## First things first

As soon as we realised that there may be a need of moving the whole company to remote work the IT department organised series of meetings and calls to analyse the company's needs as well as to identify areas that may cause difficulties.

**Our company's Service Desk decided to give all the tasks related to working remotely the highest priority and divided activities accordingly to four areas:**

			
<b>Services</b>	<b>Infrastructure</b>	<b>Security</b>	<b>Hardware</b>

We wanted to make sure that, when the time comes, everyone will have possibility to continue his/her work as comfortably from their homes as from the office.



Our **Junior Software Developer** working from home



# Our clients are most **important** to us.

## Our **Software Developer** working from home



## Our clients

We wanted to ensure our clients that we are working on their projects without interference.

**Few hours after moving to the home office mode Future Processing's Engagement Managers presented them with a dedicated landing page precisely describing the processes that guarantee the continuity of work in our company.**

We want to make sure that this unique situation will not influence our relationships in a negative way.

## Security

One of most important aspects that needs to be taken into consideration while moving the whole company to remote work is security. It is not only important to us, but it is a crucial issue for our clients and partners. **In Future Processing we've been working from home accordingly to special implemented policy for years as we meet ISO 2700001 standards. The security matters. It is why we:**

- access the company's network through secured connection (OpenVPN),
- monitor traffic by firewall,
- use two step authentication,
- use security certificates,
- use filtration policies,
- manage the IT assets,
- have special training on security for everyone during onboarding.



## Access to information

**Making sure that 800 people can work remotely at the same time was quite a challenge as we never did it on this scale before, but it was a challenge that the IT department, accepted.**

1

In Future Processing we access the company's network via secured OpenVPN. It is open source software that creates secure connections in routed or bridged configurations and remote access facilities. Even though it is a good solution, it has some limitations.

**On everyday basis we had about 100 – 200 people working from home and it was pretty sure that we needed to increase capacity so that everyone can work comfortably.**

The tricky part is that OpenVPN uses only one cpu core and we had to find a workaround to ensure expected availability.



One of our **Team Leaders** managing his team from home



## One CPU for 800 users traffic? Won't work even in dreams.

### THE ULTIMATE TRICK

OpenVPN has a critical limitation. One instance is a single process and a process won't work on more than one CPU. We had to create additional instances and setup a load balancer on our firewall so that people could access the network through different instances to balance traffic. The whole operation was led during business hours and resulted in having four different instances available without interruptions. Works perfectly!

2 In terms of access to hardware on-site we had to check if Wake-On-LAN tool works for everyone and if connection through remote desktop is available for owners of machines located at the office.

3 In our company we have got two independent high-speed internet connections. Nevertheless, we ran research in case if, as a company, we would have to implement additional one or increase the bandwidth. As the pandemic stroke and people work from home, accordingly to statistics, network traffic significantly increased all over the world.

### TIP

Make sure that all the solutions you implement are adjusted to different operating systems. Don't forget to update the knowledge base articles for remote work software and services on different operating systems like Android, iOS, Linux and Windows.





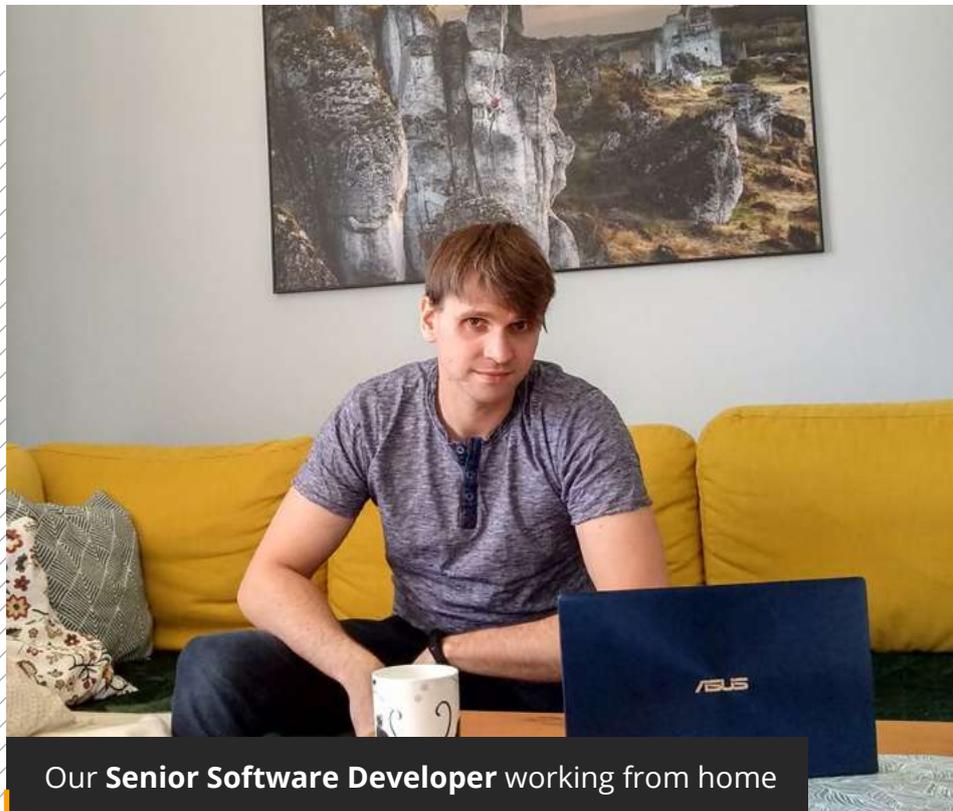
# We **love** working together.

## Communication

**Team spirit is one of the most important factors that motivate us to work.** It results in us coming to work with a smile. How to sustain this unique connection among team members while staying at home? Even though it is not easy, we can't say it's totally impossible.

**The solution lies in communication channels such as: e-mail as well as communication and collaboration platforms like Yammer, SharePoint, MS Teams etc.**

A lot of them are now available for free. Thanks to these software solutions we can arrange teleconferences. Seeing each other faces, talking business and including small talks in the everyday communication help the team to feel, at least a little bit, that the team spirit is on!



Our **Senior Software Developer** working from home





# Tools

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If you want to feel at home with working... at home use some of the tools that will make it incomparably easier. Especially that, in many cases, companies decided to share them for free now.



## Open VPN

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Yes, we like it. Even though in our company there are more than 800 employees who use it at the same time, so we had to adjust this software to our needs, but it's safe, works well and... it's free.



## Microsoft Teams

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There are a lot of communication and collaboration platforms. Choose the one that fits best in your company's needs and decide on one for all the teams. In FP we use Microsoft Teams as it has a lot of options that we find handy and it integrates well with all the other Microsoft solutions. Thanks to it we can organise teleconferences, share screen and files with others. What is more, Microsoft decided to share it for free now. There are various pricing plans with a free one and economic ones included.



## Microsoft OneDrive

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If heaven is paradise, cloud is undoubtedly linked to it. Microsoft OneDrive is a file hosting and synchronization service so, in other words a business cloud storage. Thanks to it you no longer have to worry that all your precious business documentation will disappear due to the computer's rebellion. You can access your files from other devices and share it with members of the team or other people in your organisation.



## Miro

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To ensure work continuity related to our clients' projects, also the once in stage of design, we included MIRO in our toolset. Once used it finds a special place in your heart forever. It's an amazing tool that adds unique value to every remote workshop. Try this free online collaborative whiteboard and make online workshop as interesting as a face to face one. Or even more.



## Greenshot

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An easy, but very handy and completely free screenshot tool optimized for productivity. Want to underline, point to or circle an element on your screen and save it/share it? That's software that you need.





## Equipment

Does everyone have what to work on at home? We knew that some people don't. As a company we needed to provide them with it. Our team leaders checked what their team members needed so that working remotely would not be a problem.

**We let our people borrow the company's equipment such as laptops, monitors, headphones, PCs, cameras and LTE network.**

As all our equipment is placed in assets database, we know where it is located now. The high quality of network is irreplaceable and if poor, can negatively influence not only one's efficiency but also motivation. This is why we conducted a research (price, quality, availability, types of agreements) considering modems and SIM cards. **If needed, we are ready to provide our people with them ad-hoc.**

What is more, in cooperation with our Work Safety Inspector we created a safe process to deliver company's hardware to people on quarantine.





## Stay on guard

Even though, as a company we work from home, some members of our IT team have to stay in the office in case if e.g. there are any problems with servers or VPN. It is also possible that someone from Future Processing will show up to borrow any piece of company's equipment.

**To make sure someone stays on duty, but at the same time, protect our health we switched to week shift work – there is always one administrator and two/three members of the service desk team in place while the rest of the team works remotely.**

What is more, we equipped the office in disinfectant dispensers, decided on closing some doors, disinfect furniture, carpets etc. and stuck yellow tape on floor to make sure that the safe distance is maintained.

## Share knowledge

**If, for any reason, some of us would have to temporarily take over others' responsibilities special Business Continuity Plans related to this situation were prepared in all our teams.**

First rule: share knowledge and store important documentation in cloud to make sure the continuity of work and the highest level of provided services is maintained.

Sounds obvious but it is worth reminding to avoid an "I think I've got it on my desktop" situation.



Our **Software Developer** working from home



## ...and more

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Questions will always arise. We prepared special documentation related to remote work available for all FP employees. It includes a list of helpful tools, FAQ and a chapter in our company's WIKI. We do not forget to communicate on company's platform many times per day.

**All of it to make sure that there is a place for transparency and access to all needed information in this unique situation.**

We know that no documentation, even the one prepared in the most precise way, is ever complete. We are always here to give the answers to new questions and help when needed.

Our company' culture is what we find unique and very important to all of us. Due to it, we were able to move the whole company to remote work at once. We just did it as we knew it was exactly what we had to do in this situation.



**Digital cannot replace  
human contact in  
a hundred percent.**

As a company we try not to forget about the human factor while adjusting to the new reality in relations with FP employees and business partners. We adjusted once, but we do not stop keeping an eye on to make sure we can adjust once more, if needed.



## More information

Working from home every day can be challenging. It is why two of the FP employees who have been working remotely every day for many years decided to share some tips. Want to know their secret? Check of our [blog post](#).

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