

WorkFlex Solutions

Beyond Working From Home:

Strong Workforce Strategies for a Disrupted World

April 2, 2020 3PM EDT



Presented By:
Ed Kopko
CEO Bold Business



Moderated By:
Jim Genia
Editor Bold Business

Meet Ed Kopko



Ed Kopko
CEO, Bold Business

- Has handled over 7 billion dollars in successful client projects, US and international, over the course of 25 years. Some clients include: Boeing, Caterpillar, Frontier, Cred Simple and more
- Served as president and was a board member of the National Technical Services Association. Served for 10 years
- His site, BoldBusiness.com, has published over 2,000 articles on the impact change and innovation have had on business and society.
- Former CEO of Butler International and Chief Executive Magazine
- Author of forthcoming book “Project Bold Life: The Proven Formula to Overcome Challenges and Find Success”

Why are we having this webinar?

- ★ Companies are struggling to find the right approach to keeping business going during time of disruption
- ★ 3 billion people are on lockdown
- ★ Less than 10% of employees have a flexible workplace
- ★ Only 17% of people are familiar/regularly use conferencing software
- ★ **This lockdown will create permanent changes to the way we work!**

What are we covering today?

1

Stages of Workforce Strategies

2

Strong Moves to Make Your
Company Disruption Proof

3

Thoughts on Winners, Losers and
Opportunities

Let's set the stage!

Typical SMB Workforce Strategy - Pre Pandemic



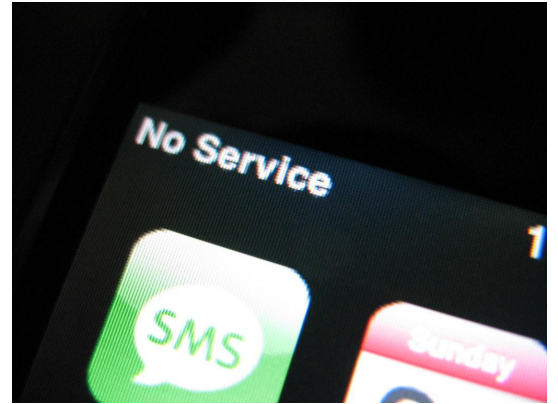
Single Location - Cool Workspace

LEGEND

★ HOME OFFICE



What happens when there is a major disruption at the office?



Pre-Planned for Disruption: Work Remotely



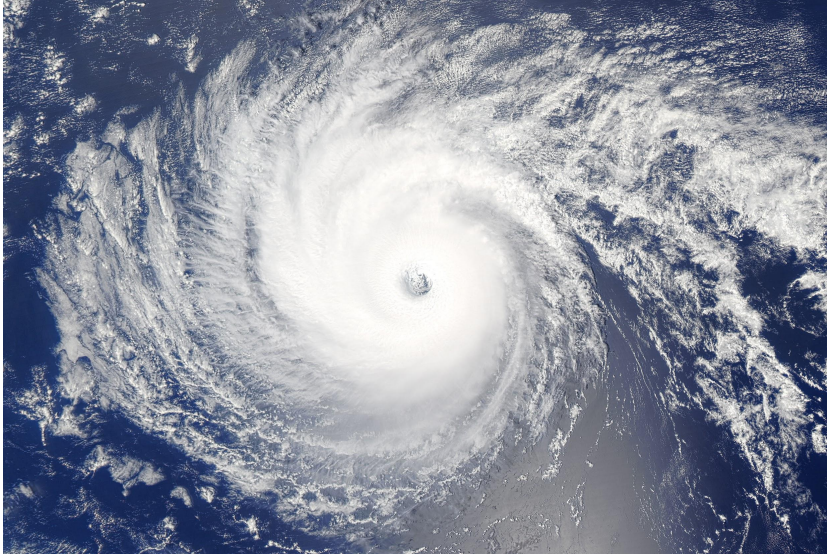
Still Cool - Send Everyone Home Plan

LEGEND

- ★ HOME OFFICE
- HOME VIRTUAL OFFICES



What happens when disaster affects your immediate workforce area?



Still “pre-planned” for disruption but with some geographical diversity

Still Cool - Plus Geographical Diversity

LEGEND

- ★ HOME OFFICE
- 📍 HOME SATELLITE OFFICES
- HOME VIRTUAL OFFICES
- 📍 PARTNER OFFICES



What happens when a key supplier gets disrupted?

- ★ Political Risk
- ★ Localized Disruption of a Key Supplier - i.e. fire, weather, etc.
- ★ Trade wars

Example:

What happens when 80-90% of U.S. Antibiotics come of China?



What happens when a pandemic hits?



Empty Subways



Empty Cities



Empty Airports

The Ultimate Strong Strategy

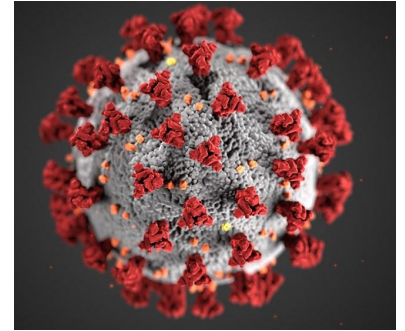
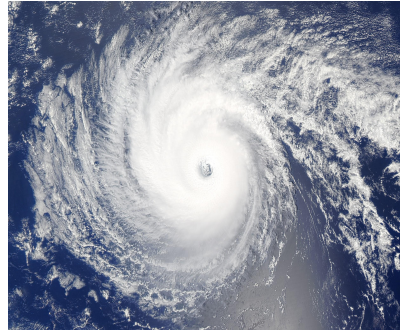
Ultimate Mesh Strategy

LEGEND

- ★ HOME OFFICE
- 📍 HOME SATELLITE OFFICES
- HOME VIRTUAL OFFICES
- 📍 PARTNER OFFICES
- PARTNER VIRTUAL OFFICES



Different Levels of Disruption



Easy to recover



Harder to recover

Ultimate Mesh Flex Strategy

LEGEND

- ★ HOME OFFICE
- 📍 HOME SATELLITE OFFICES
- HOME VIRTUAL OFFICES
- 📍 PARTNER OFFICES
- PARTNER VIRTUAL OFFICES



When one part of the web goes down, the rest holds strong and partners **flex up!**

With the Ultimate Mesh Strategy, you have partners who can flex when business takes a hit due to disruption

4 Smart Moves to Make Your Company Disaster Proof

1 Plan and Prepare for
the Virtual Mesh World

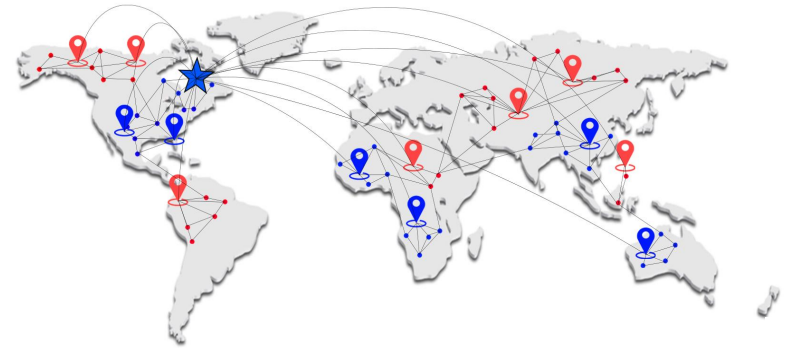
2 Build Technology &
Processes for the New
Workforce Environment

3 Diversify Workforce
and Partners by
Location and Country

4 Identify and Work with
Partners Who Can Flex so
Mesh Is Always **STRONG**

1. Plan and Prepare for the Virtual Mesh World

- ★ Start with a workforce strategy audit
- ★ Develop a virtual plan for all of your locations
- ★ Assess your existing talents and needs
- ★ Develop a roadmap for a new mesh strategy that suits your company
- ★ Create a contingency partner plan



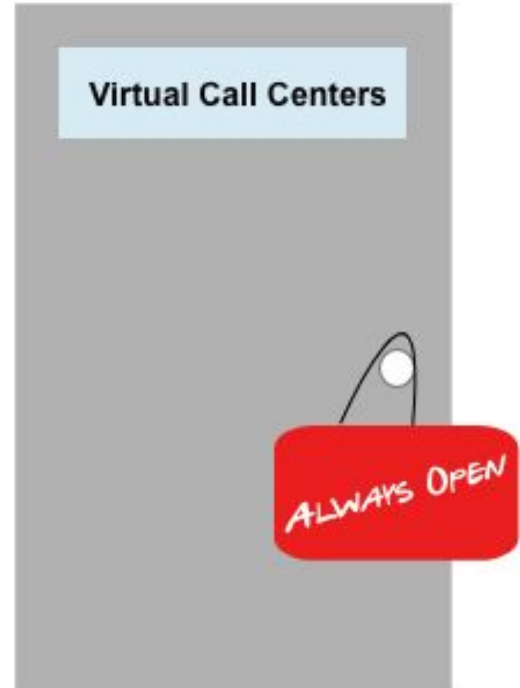
2. Build Technology & Processes for the New Workforce Environment

There are two types of companies:

- 1** Knowledge-Based Companies
- 2** Product & Location-Dependent Companies

Knowledge-Based Companies

- ★ Identify technologies to facilitate your desired state
- ★ This can include:
 - Training programs for diversified talent
 - Processes that help document work for virtualized environments



New Business Idea for a Product-Dependent Company



Business Name:

No-Touch-R-US

The grocery service you deserve

Business Features:

Human Contact-Free Groceries
Robots grab, scan and bag items
Open 24/7

Product & Location-Based Companies

What's on the Up

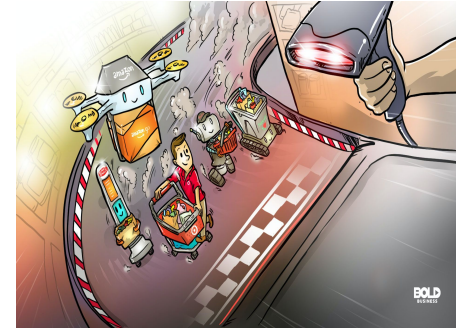
Personal transport



Suburban Living



Robot Cashiers/Baggers



Mass transport



City Living



Human Cashiers/Baggers



What's on the Down

Product & Location-Based Companies

What's on the Up

Working from home

Virtual event sharing

Automated check out

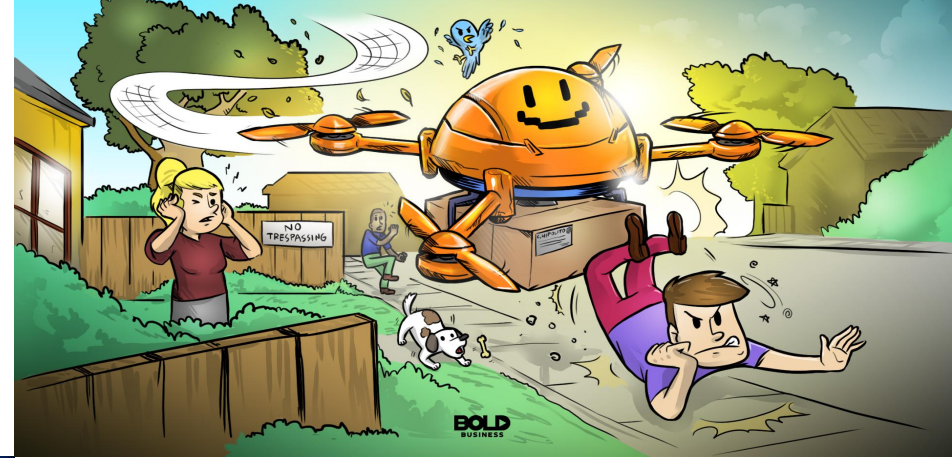
Takeout/drive throughs

Private transportation

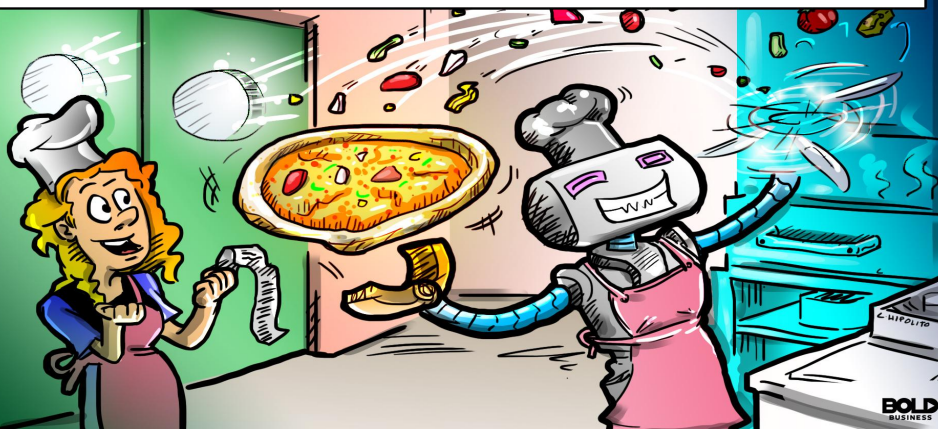
Suburban living

Remote learning for school

Virtual medicine



HEY, HUMAN! I HAVE PIZZA ONE MILLION FIVE HUNDRED THOUSANDTH ALMOST DONE FOR TODAY! WHAT'S NEXT?



What's on the Down

WeWorks/shared offices

Physical event viewing

Workers checking out goods

Packed restaurants

Mass transportation

City living

Classroom environment

Crowded Doctor's offices

3. Diversify Workforce, Technology and Partners by Location and Country

- ★ Go into action by diversifying your workforce plan
- ★ Identify locations, countries and the capabilities you're looking for
- ★ Gradually start building your mesh plan of action
- ★ Start changing technology



4. Identify and Work with Partners Who Can Flex so Mesh Is Always STRONG

- ★ Identify the right partners who can help build your flex strategies
- ★ Know how to build business back up when things go downhill quickly
- ★ Choose partners who can flex with you so your mesh stays strong and business is impacted as little as possible



There will be opportunity everywhere!

- ★ All disruptions are not the same
 - Workforce strategies need to be able to handle whatever is thrown your way
- ★ Most companies don't have advanced Workforce strategies
- ★ Mesh strategies = best strategies
- ★ The world, jobs, and technology are going to face significant impact

Steps to take:

1. Plan and Prepare
2. Build Technology & Processes
3. Diversity Workforce & Partners
4. Identify Partners who can Flex

The winners are going to start adapting now! It's time to take advantage of the new world

THANK YOU!
Any Questions?

services.boldbusiness.com/workflex-solutions

info@boldbusiness.com

How we can help!

WorkFlex Solutions

Virtual Workforces

Rapid Response Teams

Virtual Training

Technology Infrastructure

Call Centers

Back Office Operations

Technical Support

And more...



Speed of Delivery

We have an international workforce that can be leveraged immediately - a turnkey virtual team with the scalability and flexibility needed to get you back on track.



Flexibility of Service

We can make a work-from-home posture easy and productive for you, with solutions that can restore your business continuity immediately.



A Partner You Can Trust

We are global-tested with a management team that has led deployments in the thousands for various internationally-recognized companies.