



Do you employ staff?

A Home-Working Case Study

We were recently impressed at the speed in which one of our retained clients responded to our advice of being open minded about allowing employees to work from home, so we asked him to share how he went about it.

Leigh Mackey – Managing Director – Inspire Insurance Services Limited

“We monitored the situation carefully, watching what others countries had done with closures, travel bans and lock downs and with the fear that this could happen in the UK shortly we began to plan!

We have always had some capabilities to work remotely for working parents. We have always luckily invested in technology such as advanced phone systems and 100% cloud-based systems, outlook, sales force, and other bespoke insurance software, again hosted in the cloud. Being paperless has always played its role in providing an option to not have to be in the office always.

Once the UK situation looked to be worsening, we contacted our IT support and ordered laptops for all staff who did not have one. In addition we purchased a bolt on software to our phone system that via an App will replicate an employee's desktop phone which avoided us having to re-issue new numbers or redirecting our lines. This allowed them to answer calls from anywhere with full desktop telephone functions, i.e. hold, transfer, voicemail etc

Once these were put in place, we provided everyone the option to begin working from home, should they wish.

We also started to use Microsoft Teams for instant communications including Skype calls to stay in touch regularly and to remain in contact thereby reducing loneliness and isolation.

Despite the changes we have made, we have not halted our current recruitment or marketing activity and we envisage coming out of this pandemic stronger than we were before. Many clients' brokers will be uncontactable or certainly many will not be able to offer advice or service their clients' needs during these times as their systems rely on them being in the office especially when they rely on paper files.

Our staff are grateful for the measures we have put in place because it has avoided redundancies, temporary lay-offs or short time working. We are confident due to our ability to trade fluently that we will be here to support businesses in these uncertain times and help those who have to purchase compulsory insurances at a competitive premium during such uncertain times.

We have also tried to keep people informed and protected by releasing regular updates on our website newsletter page.

https://inspireinsurance.co.uk/news/72/staying_secure_when_working_from_home

https://inspireinsurance.co.uk/news/69/important_coronavirus_information

Implementing these systems has also made us consider our business model moving forward and if these adopted processes work well it would give more options for flexible working and regular home working in the future to improve our employees work/life balance and to allow us to look further afield for potential new recruits who would not have to take commuting in to account."

Future Case Studies

If you would like to share your experiences of how you are coping and adapting successfully to the current situation then please let us know. We would like to share case studies where we can to encourage you at all during this very difficult time.