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Guest,

Welcome to:

The Mobile Workforce – The Office of Tomorrow Today – How to Manage and Lead

Presented by
Lighthouse Consulting Services, LLC



Featured Guest:

Janine Chung, ERPA,
CPC, QPFC
Director of Kravitz Back
Office Solutions

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Host:

Dana Borowka, MA
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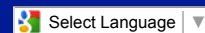
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How it started for Kravitz:

- . Expensive to hire in So. California
- . Limited local resources
- . Tried outsourcing overseas

1

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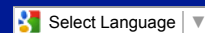
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Communication to staff

- . Time and money savings
- . Job security
- . Wider individual opportunities
- . Options for local staff too

2

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Technologies

- . Must go paperless
- . Secure web access (Citrix)
- . Hardware support including multiple monitors
- . IP phone with IM software

3

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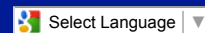
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Culture

- . Stay connected
- . Proactive out reach
- . Use technology (Social media, webcam)
- . Committee involvement
- . Care packages

4

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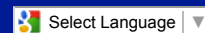
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Set up for Success

- . Hire the right people! – working with Lighthouse
- . Accountability measurements
- . Back up buddy system

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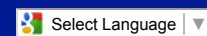
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Roll Out Steps

. Plan out in phases

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Recruiting enhancement

- . National branding
- . Higher retention

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Downside for not going remote

. Lack of scalability and agility

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