

BCP performance during the pandemic

September 2020



Laptops had been rolled out to all employees in 2019 to replace older, desk-bound PCs. Many of our team already regularly worked from home but, a few days before the lockdown was announced by the Prime Minister, all staff were instructed to take laptops home to **test** they were working correctly.

The decision to introduce 100% mobile computing was partly based on the belief that if our staff had the ability to work from anywhere, they would become even more flexible and productive. It was also based on business logic: with an ever-expanding number of small offices across Punter Southall, it was cheaper and easier to have equipment that could be moved around easily and supported remotely. With **security built into the design**, staff and clients are assured information remains secure.

As well as the new laptops, during 2019 we also installed commercial-grade Wi-Fi networks at each office. This meant when staff took their laptops home in March, they were able to connect to their home broadband and **securely access and use our systems exactly as they were used to doing in the office**. This decision to move to mobile working proved invaluable, enabling our business to continue at normal operations during the forced transition from office to home working due to the COVID-19 crisis.

Extra IT equipment, such as additional monitors and headsets, were quickly supplied to staff at home and, as we had already outsourced engineering, fully configured laptops could be delivered directly to an individual's home address where a replacement was required or a new team member had joined. A **COVID-secure induction** process was designed and successfully implemented.

The Microsoft Teams platform had been introduced as part of the transition to Office 365 when the new laptops were rolled out in 2019. We extended the functionality available within Teams to enable external video conferencing on this platform in addition to Skype for Business, giving us multiple options to **continue with secure client meetings**. Training was given to all staff with one-to-one support available if needed.

As a business, we pride ourselves on the way we share ideas and experience across the PSGS team and this has not stopped during the pandemic crisis. We use Teams to **share information** and ideas via our internal 'hub' and meet regularly as a business via video conference.

The PSGS Management Board continue to monitor the situation and have **plans in place that flex** as needed in these ever-changing circumstances to ensure our staff and clients remain protected.

[View this briefing on our website.](#)

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