

# ENABLE EMPLOYEE ENGAGEMENT AND RETENTION

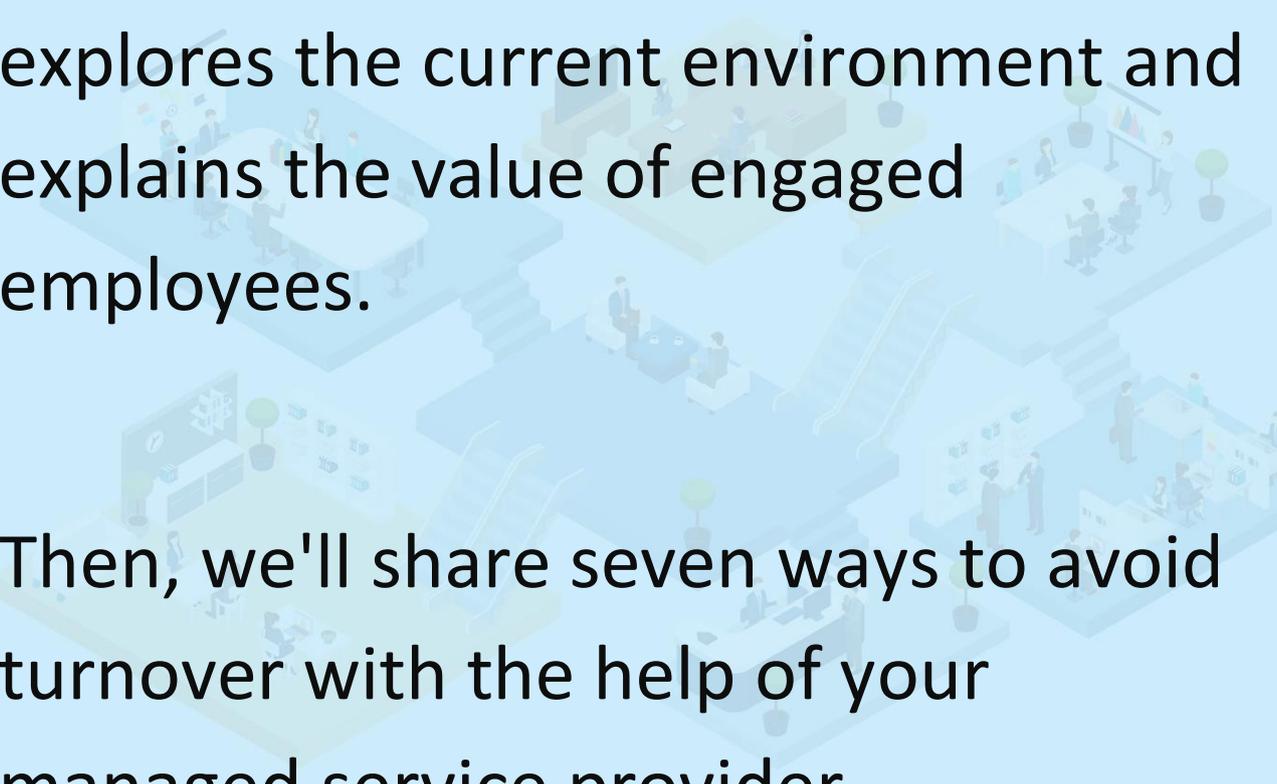


## WITH YOUR MSP'S HELP



# SUMMARY

The current global staffing shortage highlights the importance of employee engagement and retention. This ebook explores the current environment and explains the value of engaged employees.



Then, we'll share seven ways to avoid turnover with the help of your managed service provider.

There is widespread awareness today of the importance of employee engagement and retention. At the same time, the COVID-19 pandemic saw a record number of people resigning from the workforce.

The United States Secretary of Labor characterises these as “unprecedented times,” yet the skilled worker shortage is global. In 2020 more job candidates moved away from populated areas. They also remained home to avoid the virus, deal with symptoms, or care for the sick.

At the same time, we’re seeing a record number of resignations. Theories why include:

- The pandemic saw people revisiting their priorities.
- People voluntarily left careers to pursue passions instead.
- Stimulus money made people feel flush financially.
- The stock market’s solidity allowed those close to retirement to leave work.

Yet even before the pandemic, executives recognised the need for employee engagement. According to Gallup

research in the U.S., just **33 percent** of American workers are engaged by their jobs. Another **52 percent** are “just showing up,” and **17 percent** are “actively disengaged.” Yet the engaged employee is more productive, collaborative, innovative, and loyal. In fact, Gallup suggests that “actively disengaged employees cost the United States \$450–\$550 billion per year.”

Avoid the cost of recruiting and the resource investment in training new hires. This eBook’s seven strategies are ways a managed service provider (MSP) can help. These ideas can help keep skilled workers and also support you in replacing employees.

# KEEP TECHNOLOGY CURRENT

The labour force will be primarily Millennials and Generation Z as soon as 2025. It's estimated these two groups will make up as much as 63.8% of the 2025 labour force and 74.7% by 2030.

This matters because these two generations are most frustrated by out-of-date business technology. They have grown up with smartphones and expect the latest and greatest.

An MSP can help you compete for skilled and enthusiastic workers by keeping you current. The right MSP won't just suggest the brightest, shiniest new thing; they'll get to know your business objectives to ensure technology evolves to meet your needs.

# EMBRACE DIGITAL TRANSFORMATION TO SUPPORT FLEXIBILITY

Workers today are still motivated by competitive wages, bonuses, and benefits packages, but flexible work hours are also a valuable lure.



During the pandemic, many employees found they preferred working from home. They might have enjoyed:

- spending fewer hours commuting;
- working in a distraction-free environment;
- being accessible to family;
- freedom to work when it best suited them;
- avoiding office politics.

Work with your MSP to ensure you are offering the flexibility to keep existing employees. You may also attract

people abandoning companies not offering remote or hybrid work.

The coronavirus pandemic prompted businesses to send people home to work. Still, many big businesses are continuing with permanent remote work. This includes Adobe, Amazon, Apple, Ford Motor Company, Microsoft, Salesforce, and Shopify.

The MSP can set up a virtual private network (VPN) to secure remote use of office technology. These IT experts can also identify the best cloud computing solutions to work better wherever employees are located.

Microsoft Teams is great for collaborative working and enhances business communication. It also allows employees to use Excel, Word, and PowerPoint tools they already know well.

# INTEGRATE TECHNOLOGY INTO ONBOARDING

Successful onboarding supports employee engagement and retention efforts when it:

- eliminates struggle and awkwardness when starting the job;
- encourages teams to work well together;
- fosters understanding of the business culture;
- equips new hires to do their jobs efficiently and effectively.



Some ways to simplify onboarding? Move processes online. Incorporate automation. An MSP can help you standardize documents to cut the work required when bringing in a new hire. They can automate workflows to streamline process for new recruits and your personnel.

MSPs can also ensure that your business technology is locked down to new hires. Creating specific user profiles better secures your network and systems.

This same idea applies if you do lose an employee. The MSP can install policies to remove network access from fired or quitting employees. They can also make sure you don't lose contact with important customers or clients by making emails for jane@business.com go to maria@business.com instead.

# OFFER CONVENIENT DEVELOPMENT OPPORTUNITIES ONLINE

You can also partner with your MSP to train, develop, and upskill employees.



Offering training helps to prepare employees for greater responsibility. Additionally, you can show employees that you value them, which improves morale. At the same time, your business can benefit by:

- reducing waste;
- minimising the need for supervision;
- improving knowledge of policies and consistency of processes;
- elevating customer interactions.

Skill development training can help increase job performance, satisfaction, and self-efficacy. These all play a role in employee engagement and retention. The MSP can review online learning platforms and existing cloud-based tools. Making professional development mobile and accessible when convenient to employees can increase participation.

Plus, promising talent development can help attract more and better-skilled job candidates.

## **LOOK AT AUTOMATION TO REPLACE A LOST EMPLOYEE**

The point of these strategies is to show how MSPs can help you to engage and retain employees. Still, you may have workers not pulling their weight. With automation, a computer can do many jobs that once needed a full-time employee.



Microsoft Power Automate can read text and images, scan and sort, process forms, and manage approvals. All this can simplify and streamline work processes. It does repetitive tasks in minutes instead of hours, with little to no human oversight and with greater accuracy.

Process automation boosts employee engagement by freeing up humans for more interesting work. Instead of doing manual work, they can turn their attention to adding business value.

# PROVIDE EFFICIENT RESOLUTIONS

With such reliance on the network and systems, downtime frustrates workers. They want any tech problems addressed immediately, preferably via remote access and with minimal disruption.



Meet employee expectations for efficient resolution with an MSP on your team. These IT experts are available 24/7/365 to offer advice and troubleshoot.

The best MSPs work proactively. They secure your systems, avoid downtime, and cut disruptions. They can handle upgrades, security, and software patches.

# FREE UP FINANCIAL RESOURCES

Greater financial resources can also help engage and retain employees. The MSP isn't going to hand over hard cash. But, it can help your budget by:

- identifying overspending on services;
- finding better deals with tech partners;
- improving workplace efficiency;
- freeing up humans to do more value-adding work with automation;
- cutting the expense of acquiring and maintaining IT tech.



It may sound counterintuitive to hire an MSP to save money, yet the MSP's fixed monthly fee is a manageable operating expense. Plus, you'll have someone to call if something does go wrong. This can save money over the break-fix-repair model.

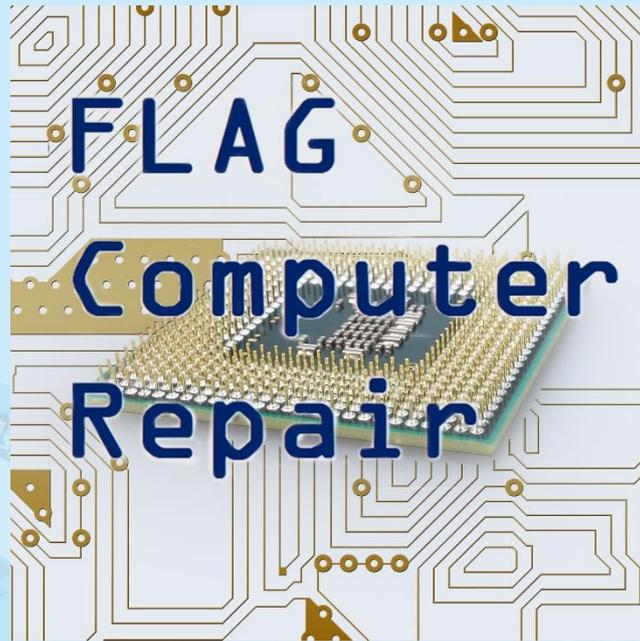
# EMPLOYEES APPRECIATE YOUR WORKPLACE WITH AN MSP

Employee churn is rising. Businesses need to do all they can to keep people happy and productive. Work with an MSP to make the best resources available and easy to access.



This can help with onboarding, attracting new employees, and developing your bench. Plus, you can free up resources while giving people the ability to do more interesting work, all while knowing IT support is available when it's needed.

We're here to help your business success. Learn more today! Call us at 07976151148 or send us an email at [gary@flagcomputerrepair.co.uk](mailto:gary@flagcomputerrepair.co.uk)



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