

Want to trim your business expenses? Try a virtual office

By EVANS ONGWAE >>> eongwae@ke.nationmedia.com

ut-throat competition in today's business world means that only the most efficient firms or enterprises can survive – and thrive. The task is especially harder for startups which must avoid the trap of locking their capital in fixed expenses that gobble up plenty of cash without generating much in the short term.

> Leasing office space for several months and even up to a year represents such a costly expense. In some places, owners demand 'goodwill' that runs into thousands, hundreds of thousands or even millions of shillings.

> Startups (usually small and medium enterprises) can especially ill-afford such expenditure.

High mobility – sometimes from one part of the country to another but also beyond and into other countries – forces executives to re-think the concept of maintaining physical offices all over.

With growing numbers of travelling executives, small and micro business startups, the modern workforce has a swelling tribe of workers looking for the support and networking of traditional workplaces. A trend that has emerged in the recent years is the concept of a serviced or 'virtual' office. Companies can rent space in prime locations without being locked into a long commercial lease or having to commit huge funds upfront. Business lounges can provide that extra bit of service often missing in the startup stages of business.

A virtual office is a combination of off-site live communication and address services that allow users to reduce traditional office costs while maintaining business professionalism.

Under this arrangement, a prestigious building can be used as the business address. A professional address alleviates the privacy and personal security concerns of running a home-based business. A user can expand into new markets by utilising a provider with multiple locations to establish a professional presence in the desired growth markets.

Receptionists at the business address can receive and sign for incoming overnights, deliveries, packages and provide document drop-off/pick-up services.

These offices allow on-demand use (hourly, daily or weekly) of conference

rooms and offices for meetings. Meeting space can often be rented at short notice.

As an alternative to the distractions of co-working or the interruptions of a home office, office space is available on an occasional basis. This can be hourly, daily or monthly.

Users also have access to on-site amenities. A full-service virtual office will provide broadband Internet, faxcopier-printer, advanced phone features, conference calling, video conferencing, kitchenette and a business-worthy lobby/ waiting area.

Other services may include creation of a website, business cards, and provision of office stationery.

The virtual office concept has developed over time since the advent of the Information Age and is an evolution of the executive suite industry.

A virtual office blends home and work to gain efficiencies in both. Office expenses are low, while the user's professionalism retains the image of a traditional, highcost office. A virtual office user can reduce their environmental impact, as well as the personal negatives of a daily commute. Virtual office clientele have the flexibility to match expenses with revenue fluctuations immediately, as the costs are usually variable.

Users taking advantage of virtual office receptionists eliminate the traditional burden of health care, records, payroll, insurance and rent.

As businesses look to trim expenses, virtual office services help reduce overhead while keeping professionalism high. For example, by paying for space and communication infrastructure on an as-needed basis, businesses can keep office expenses to a minimum.

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SECURE, SPACIOUS & FULLY FURNISHED OFFICE TO LET IN PRIME AREA IN WESTLANDS



With technology, you can work where you choose

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New products and jobs are being created through an unprecedented worldwide entrepreneurial renaissance. Brilliant university students are inventing the future and some already have developed products for specific markets.

Media keep highlighting these young people and their amazing successes. Heedless of boundaries, possessed of new technology and youthful enthusiasm, they build a new company from scratch. Their early success allows them to raise money and bring an amazing new product to market. They hire their friends and willing family members, assemble a superstar team, and dare the world to stop them.

A good majority of these innovators are based in Nairobi, the national hub of higher learning. Some work from their homes while others use the office spaces and services offered by modern business centres that ooze class. At this stage of their development, they lack the resources to hire or lease "permanent" offices. But at the business centres, they have all that they need in an office, at a fraction of what they would pay to lease conventional offices.

They are not alone in using these facilities.

Today more and more employees are using telecommuting, virtual offices, and technology to perform typical work activities.

Telecommuting is where employees work at home all the time or for a portion of the work week.

Today, technology enables workers to work any place—at home, in an airport, in a hotel room, or even in an automobile. Simply put: The ability to use technology—computers, e-mail, software, the Internet, and phones makes telecommuting and virtual offices a reality.

Workers of all ages are exploring different work arrangements, such as telecommuting from remote locations and sharing jobs with two or more employees. Employers are also hiring growing numbers of temporary and part-time employees, some of whom are less interested in going up the career ladder and more interested in using and developing their skills.

While the cubicle-filled office will likely never become obsolete, technology makes productive networking and virtual team efforts possible. This is by allowing people to work where they choose and easily share knowledge, a sense of purpose or mission, and a free flow of ideas across any geographical distance or time zone.

Although experts predict that the use of telecommuting, virtual offices, and technology will all increase in the future, there are certain factors to consider that can create problems for employees working in a virtual office. Typical challenges include feelings of isolation and exploitation, working too many hours, lack of support from managers, inability to access needed files and information, and fear of performance evaluations.

SPECIAL ADVERTISING SECTION



Productivity: Heaven or hell? Flexible working practices pose challenges and solutions

ising numbers of people worldwide are now opting to work outside the main office for at least a proportion of their business hours. A recent report by global workplace provider Regus that surveyed 22,000 workers across more than 100 countries reveals that globally, 70 per cent of professionals say flexible workers have increased compared with just five years ago.

> However, while this is the case, productivity is being hampered by the difficulty many find in locating a suitable spot to work in outside of the office environment, with noisy and disruptive settings proving a real issue for busy professionals. Respondents to the survey

G G Having the option to work from different locations can be enormously beneficial for many workers but the challenge is in finding the right environment outside of the office to allow people to remain just as, if not more productive.



A Boardroom at Regus Eaton Place, Gigiri. Facilities such as meeting rooms are provided to clients for use at a cost with Serviced offices.

identified the top productivity killers as traffic jams (56 per cent) to get into the office or to and from meetings, and IT glitches (43 per cent) in alternative work areas such as cafes. So where can these workers find a productivity heaven outside the office?

In fact, while many options are available

to professionals wishing to adopt a more flexible approach to working, business centres score most highly with more than half of professionals globally believing these to be a safe haven for productivity when working outside the office (53 per cent).

Further key findings:

- Just 34 per cent of respondents say working from home is good for productivity outside the office although this rises to 63 per cent for the lucky few who are able to invest in a professional home office.
- Professional group or association lounges score surprisingly low at 11 per cent, suggesting that these locations are better for networking than for getting work done.
- Cafés, with their associated issues of lack of privacy, unreliable Internet connection, and background noise, also score low at just 12 per cent.

A Regus spokesperson states: "Having the option to work from different locations can be enormously beneficial for many workers but the challenge is in finding the right environment outside of the office to allow people to remain just as, if not more productive."

"For those without a professional home office, business centres such as those Regus offers, with their professional, productive working environments and IT security provide an answer, allowing busy professionals the peace and functionality they need, when they need it."

About Regus

Regus is the global workplace provider. It has a network of 3,000 business centres globally in 900 cities and 120 countries, and provides convenient, high-quality, fully serviced spaces for people to work, whether for a few minutes or a few years. Companies like Google,

Toshiba and GlaxoSmithKline choose Regus so that they can work flexibly and make their businesses more successful.

The Regus network in Kenya is comprised of seven locations in Nairobi, including the 17th floor ICEA Building on Kenyatta Avenue, 2nd floor Eaton Place, Gigiri behind

> **Reception** at **Delta Corner** in Westlands-**Clients get** access to professional administrative services, phone answering and mailbox services in addition to the serviced office space they rent.

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Village Market, Delta Corner in Westlands, both in the PwC tower on the 6th and 7th floors, as well as the Oracle tower on the 13th floor and the 7th floor Purshottam place along Museum hill, Westlands Road. The Landmark branded, Regus owned centres are located both at the 4th floor Cavendish block, 14 Riverside on Riverside Drive and the 4th floor Laiboni Centre, along Lenana Road in Kilimani, Nairobi.

The Regus network extends across East Africa with three centres in Dares-salaam in Tanzania, three centres in Kampala, Uganda and one business centre in Kigali, Rwanda.

The key to flexible working is convenience and so Regus is opening wherever its 2.1 million members want support - city centres, suburban districts, shopping centres and retail outlets, railway stations, motorway service stations and even community centres.



A Regus Business Lounge at the Delta 2 Centre; Clients get access to common areas and workspaces at the Business lounge once signed up with Regus.

Founded in Brussels, Belgium, in 1989, Regus is based in Luxembourg and listed on the London Stock

Exchange. For more information, please visit: www.regus.co.ke



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