
Tech Impact Report

How companies are handling employees working remotely

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Some hotel companies have more people working from home amid the coronavirus pandemic, but sources said they run into too many tech challenges with people working remotely.



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GLOBAL REPORT—With more corporate employees now working from home amid [the COVID-19 pandemic](#), hotel company IT departments may not have been prepared to have more people working remotely so they could successfully support them, sources said.

To make the transition to working from home easier for employees, [Davidson Hotels & Resorts](#) started planning the weekend of 13 March and put out requirements on 16 March for team members to successfully work from home, said Michael Belfoure, VP of information technology at Davidson, via email. “We reached out to vendors to order the necessary equipment and had it delivered the next day,” he said. “This included laptops, docking stations, monitors and Wi-Fi hotspots as some team members had bandwidth limits on home networks.”

He said all team members had the equipment they needed to work remotely by the end of the day on 17 March. Davidson has approximately 110 corporate team members working from home, he added.

Since Davidson has employees working across the country, Belfoure said the IT team is used to supporting remote users daily, so the company hasn't run into too many issues with more people working from home.

“All company computers have remote management tools that allow our administrators to put virtual ‘hands on the keyboard’ to fix technology issues instantaneously,” he said. “We have not encountered any overwhelming challenges outside of the norm; mainly user access issues getting to shared workspaces and files. It’s a quick resolution to grant access.”

Global Asset Solutions

Hotel asset management company Global Asset Solutions has people working all over the world, some of which were working remotely before the coronavirus pandemic, said Alex Sogno, CEO and senior asset manager.

[Global Asset Solutions](#) has adjusted to “online conferencing all the time,” and as long as there is a good internet connection, employees can work from just about anywhere, he said.

To accomplish a good structure where it is easy to work from anywhere remotely, Sogno said “it’s important to have the right technology in place to interact.”