

## Johnson Financial Group

---

### Organization Profile

Johnson Financial Group (JFG) is a full-service financial services company offering banking, trust, insurance and investment solutions to individuals, families and businesses through 60 offices in Wisconsin and Arizona. The company employs over 1,311 employees.

### Virtual Office Program Profile

Johnson Financial Group's (JFG) mission, vision and values reflect its commitment to attract, retain and develop top talent and to provide a culture and environment for associates to perform their very best. In an effort to support this environment, JFG offers a Flexible Work Options (FWO) program to promote healthy work-life balance and enhance productivity. The flexible work options consist of job sharing, telework, offsite work, and altering typical work hours.

To ensure the program's success, JFG has created a formal, structured approach built around three best practices:

### Cost Savings & Process Efficiency

In JFG's journey of strengthening its virtual office program, the biggest challenge has been to understand and effectively administer the arena of mobile devices, including cell phones, Smart Phones and data cards. As recently as a year ago, JFG's mobile environment consisted of multiple vendors, no guidelines for mobile device eligibility, little control over the carrier and device selection, no control over the billing and payment process, and a limited understanding of the impact of wireless spending on JFG's bottom line.

Through JFG's relentless focus on mobile device expense management in the last ten months, the organization was able to reduce the number of primary wireless providers, maximize the discounts and service levels with the primary carriers, and standardize its mobile device and laptop fleet. It has also achieved a 15% reduction in its average monthly wireless spend through automation of the wireless expense invoicing and plan optimization processes. With outsourcing assistance, JFG has achieved substantial savings in internal resource allocation and productivity in that the organization does not need to dedicate a subject matter expert to wireless carrier management. All wireless carrier change management and order placement activity is implemented through one single point of contact.

Other improvements in JFG's mobile device management include a much faster turnaround time in device ordering, which has been reduced from 2-3 weeks in the past to 1-2 days with the current process.

### Talent Management/Employee Satisfaction

JFG's focuses on talent management and employment satisfaction by providing virtual office employees access to extensive technology to support FWO arrangements. It includes Outlook Web Access, cell phones, convergence devices, data cards, laptop computers, VPN and Citrix access, an externally accessible portal which houses access to the corporate directory, SharePoint and JFG's performance management application.

To position the FWO program so that it meets company needs and maintains employee satisfaction, JFG created a structured process that ensures goals and expectations are clear. Each employee who wishes to participate in the FWO program must complete an application process, which includes current position requirements, the need for physical presence on JFG premises, communication and training

requirements, and results measurement. The FWO application review process includes the employee, his/her manager, a Human Resources and an Information Systems representative. This group works collaboratively to ensure that the goals are clear and that the employee is prepared.

### **Risk Management/Security**

As a financial services organization, JFG deploys security measures such as laptop encryption, HIPS firewall and token authentication to protect sensitive information. Because data security is a fundamental responsibility of the company, all FWO program participants are provided with specific training on JFG's connectivity options and how to keep company information secure while working offsite.

### **Summary**

JFG's heightened understanding of mobility and the options and services that are available to the organization have reduced order changes, unnecessary expenses and helped set realistic expectations for its associates. JFG has realized a substantial amount of wireless cost savings and efficiencies, positioning the organization well for the future.



runzheimer  
INTERNATIONAL

800.558.1702

[www.runzheimer.com](http://www.runzheimer.com)

1 Runzheimer Parkway, Waterford, WI 53185-3599