



Where Do Employees Work?

Dealers share thoughts on in-office, remote & hybrid

Compiled by: Brent Hoskins, Office Technology Magazine

Following is a question submitted by a dealer member as part of BTA's Dealers Helping Dealers resource and many of the answers received. These answers and others can be found in the members-only section of the BTA website. Visit www.bta.org/DealersHelpingDealers. You will need your username and password to access this member resource.



Does your dealership encourage in-office, remote or hybrid work? Does this change based on title and/or responsibility?

"Yes, and it is based on responsibility. Some positions cannot be handled remotely."

*Keven Ellison, vice president of marketing
AIS, North Las Vegas, Nevada*

"My CFO is the only one I trust to work remote. She does that four out of five days a week. Everyone else needs to be in the field or the office by 8 a.m. or earlier."

*Tim Stanley, owner
TDSiT, Lowell, Arkansas*

"No [remote or hybrid]. We encourage reps to visit accounts because we still believe that one-on-one meetings and personalization is more valuable than hiding behind emails and Zoom meetings."

*Van Seretis, president
Premium Digital Office Solutions, Parsippany, New Jersey*

"Our decentralized structure has made a hybrid work environment a natural fit. We found it most productive to allow remote or hybrid work for team members who thrive working remotely. It has also enabled us to add and retain talented team members who live outside of our core area."

*Thomas Fimian, CEO
Levifi, Charleston, South Carolina*

"In-office is preferred. Only salaried employees can work from home, if needed."

*Dana Johnston, controller
CPI Technologies, Springfield, Missouri*

"In-office work only. Sales and service go on-site to customer locations. We do have several sales agents who are not required to work in the office."

*Jeffrey Foley, COO
Apollo Office Systems, Alvin, Texas*

"We are in-office and do not allow any hybrid or remote work. Obviously, technicians and sales reps are in the field, but they do come to the office as needed and for meetings. We are a service organization, and we strongly feel that our clients are best served by having a cohesive and collaborative group of people who can easily communicate in person to best meet the needs of our customers."

*Kecia Caughey, vice president of sales and general manager
South Coast Copy Systems, San Diego, California*

"Our dealership has found success with in-office work. We accommodate remote work on a case-by-case basis, but it is not a daily occurrence. Does the employee have a sick child at home? 'Sure, work from home today.' It is part of our culture to support home/life balance, but being in-office helps solve customer issues much more quickly."

*Ashley Whisonant, CFO
Capital Office Products Inc., Columbia, South Carolina*

"We have remote work capability, but most choose to come to the office. They keep saying something about workplace culture. I guess they like it here."

*Michael DelBorrello, owner
Cyan Sky Copier Technologies, Schnecksville, Pennsylvania*

"We only encourage in-office work. Collaboration is critical for our company. Our team members work much better when they are face to face."

*David Carson, president
Plus Inc., Greenville, South Carolina*

"In-office, remote and hybrid depending on responsibilities."

*Wilhelm Rebmann, CTO
Altek Business Systems, Telford, Pennsylvania* ■
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