

Box Stays Connected with Remote Employees with DTEN Solutions

“This is a leadership moment and it starts with leading with empathy. Leading with empathy for our employees, their families, our customers and our partners.”

-Paul Chapman, SVP and Global CIO, Box

Empathy, technology, ergonomics – as part of our leadership series, DTEN recently talked with Paul Chapman, Senior Vice President and Global CIO of Box about the evolving nature of work and the opportunities for work-from-home.

“I’ve spoken to hundreds of technology leaders, COO’s and CEO’s all over the world – and one theme that has clearly emerged is that working remotely is here to stay. It’s only to what degree that is yet to be determined.” This is just one of the insights and experiences Paul Chapman, Senior Vice President and Global CIO of Box, shared recently with DTEN regarding work from home.

Rounding out the thought, “Even in a post-COVID-19 world, work will never go back to the way things were previously.”

“DTEN gives a full-on conference room experience at home.”

“COVID-19 has affected every company in the entire world. Our business models, our operations, our technologies and even our cultures are being impacted : it’s impacted everything,” states Chapman. “It was an overnight transition into the world’s largest work from home experiment and re-entry is going to be even more complicated”



Through their cloud content management platform, Box has assisted thousands of companies navigate this new normal. But as Chapman notes, technology is not the answer but the enabler, “this is a leadership moment and it starts with leading with empathy. Leading with empathy for our employees, their families, our customers and our partners.”

“At Box, our transition focus with the shift to work from home is focused on making sure our employees feel supported. Everyone is experiencing disruption and multiple stress factors; we knew if we focused on the wellbeing of our employees, the work would take care of itself.”

Staying Connected During WFH

Another key consideration is staying connected. Chapman continues, “Box has always supported employees working remotely so our technology services already allowed for that. But Box is also a big believer in the culture in our organization. We have great office spaces designed to bring people together, collaboratively and socially.”

“Now, suddenly working remotely, the question becomes: How are we staying engaged? How are we staying connected with our customers and our teams? And that's largely been accomplished through Zoom, Slack, Box and other best of breed capabilities.”

One part of the answer is the right equipment, as Chapman shares, “For me personally, having a DTEN D7 at home has been a blessing. I’m clocking thousands of Zoom meeting minutes each month; with so many virtual video meetings, the DTEN D7 has really made that transition so much easier.”

Re-imagining the home office

“When Box first shifted to man remote work, just like many other companies, we offered a stipend for employees to purchase needed home equipment,” Chapman says. “Now that we know this is going to be longer term, even permanent, we have offered a 2nd stipend and are starting to see the home office space reimagined.”

“I’ve spoken to other leaders at companies that have always been remote, that have never had office space. They have employees buy the equipment they need to work from home; and provide a list of recommended equipment. This takes some of the guesswork out of the decision-making process but still offers freedom of choice based on personal needs.”

Looking ahead to the re-imagined home office, “The shift will be to more innovative best of breed communication services and more ergonomic solutions than what most people had in their homes pre-covid.”

Finding the best in breed

Technology, of course, plays a big role in the re-imagined home office. “At Box we have an ethos of using the most innovative and best of breed technologies, working with companies who are maniacally focused on being the best and most innovative in their field,” notes Chapman. “Zoom is just one example.”

Another is DTEN. “I was looking to have a more professional and ergonomics setup at home. DTEN was recommended to me as a company to look into for high-quality office hardware for Zoom meetings,” recalls Chapman. “After investigating, I decided to go with DTEN D7 for my home office.”

“I enjoy how my DTEN gives a full-on conference room experience at home. I don't feel as though I'm hunkered over my laptop on a small screen all day. The quality is exceptional. I spend a lot of time talking to customers and technology leaders all over the world; I'm involved in executive briefings, customer advocacy work, webinars, podcasts and more. And I want to show up in a way that is not only professional but ergonomically better as well.”

“The ability to control the camera, to zoom in and to zoom out, to have different apertures on the video itself is really good. The audio has several configurations and also is really good. And I control the whole experience from my iPad. I will often ask the people on the other side of the video how it looks and sounds; every time I get a resounding positive response.”

Pursuing quality in the home office

Another solution being pursued by Box: the new personal all-in-one Zoom for Home - DTEN ME.

“We just ordered a number of the [Zoom for Home] DTEN MEs,” Chapman continues for our offices however I can see them quickly becoming the next home office device. “The ability to effectively have a mini Zoom Room at your desk negates the need for plugging in cameras, plugging in microphones and all those other accessories. I think there is even an opportunity for the DTEN ME to replace the regular monitor most people have on their desks today.”

“Having an all-in-one unit is truly beneficial. At some point you ask, why do I need effectively a dumb monitor, when I can have a smart monitor with Zoom and high quality video and audio built in?”

“With high-end video and high-end audio, DTEN Me gives professional quality connections in the home office environment, and is more portable” he remarks. “Being relatively inexpensive, it’s also a very good value.”

Looking to the future

“The complexity of re-entry – that is, employees returning to the office – will be even greater than shifting to remote work. What does the potential new office environment look like,” Chapman ponders. “Even if your office space meets all the guidelines and low-risk criteria, we have to consider how people get to work: commuting on trains, walking on busy streets, entering crowded elevators.”

“There’s no blueprint for this, but we’re learning from each other”, he concludes. “Certainly, we know people working remotely can be just as effective and productive when they have the right support and the right tools. We’re being forced to break old cycles that may not be the best way to work anymore – and, in the end, we will learn a lot finding the right balance and will be better and stronger.”