

**Case Study: DLA Piper, MetLife, PepsiCo, and Others: Telepresence Is Finally Coming Of Age**

Click on the article links, read the 3 articles for the case study about telepresence, then answer the questions in a Microsoft Word document and submit it on Blackboard.

(The articles used in the textbook are dated 2009 and 2010, telepresence technology usage has evolved and is in regular use today. You can use the articles to answer the questions, but also do research on your own for more relevant information.)

Articles: [Telepresence Catching On, But Hold Onto Your Wallet](#)  
[PepsiCo to Deploy Telepresence from Cisco and BT Globally](#)  
[Telepresence Cuts Near \\$1M in Travel Costs for Law Firm](#)

**Case Study Questions:**

1. Implementing telepresence seems to have other, less tangible advantages beyond travel cost savings. What are some of those advantages? How do you quantify them to make the case for investing in the technology? Provide at least two fully developed examples. (6 pts)
2. DLA Piper, MetLife, and other companies featured in the case are very optimistic about the technology. However, other than its cost, what are some potential disadvantages of implementing telepresence in organizations? (6 pts)
3. What are the hardware and software necessary for telecommuting? [Beyond a camera and skype – think about how employees will share culture, knowledge, and tasks] What are the policies that need to be in place to support telecommuting? Provide three resources that outline best practices for telecommuting. (6 pts)
4. Review <https://www.telework.gov/> - which federal agencies are supporting telework? Which are not? What are the restrictions on teleworking? Using <https://www.usajobs.gov/> provide three jobs that offer full-time teleworking. Identify the position/title, agency, and a brief summary of the scope of work (7 pts)