

New Work: Here to stay

Winfried Althaus, Managing Director KGS Software GmbH, on the future of hybrid working.

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Neu-Isenburg, July 28, 2022 - More than ever before, the working world is changing these days: In addition to home office, mobile working and conditions due to the pandemic, many companies have now started announcing the return to the office. Like all others, KGS software GmbH must deal with changed basic conditions. Winfried Althaus, managing director of kgs, has his own view of the current situation.

For his steadily growing team, working both from home and in the office, the situation is not entirely new. After all the archiving specialists of kgs have always been spread all over Germany. Winfried Althaus: "That's why it was easy for us to accept and implement the requirements imposed by COVID, especially since the infrastructure was already in place. For the sales team, however, it was difficult at that time. Personal contact with the customer disappeared from one day to the next, which of course also changed the daily work and processes in sales enormously. The sales colleagues are all the happier that they can now be on site with the customer again - even if there are still contacts who prefer an online meeting."

At the beginning of COVID, Althaus found the uncertainty and planning insecurity challenging. Also, he missed the personal, informal exchange with his employees as well as the team events to which the management of KGS Software GmbH had previously frequently invited them. But his company has developed a new strategy. "We deliberately took time to exchange ideas with our colleagues - our People & Culture team, as well as our colleagues from the management team and myself. It was particularly challenging for the new employees, since fortunately we were able to attract new colleagues despite the pandemic," the CEO is pleased to report.

The onboarding process was fully digitized and simplified at that time. Online training and tutorials were also intensified. "We countered the fundamental uncertainty caused by COVID by implementing personal planning and development meetings with our employees. We have designed concepts on how tasks can be optimally tackled, and processes can be carried out as seamlessly as possible despite the remote work situation.

We also took external training and online development measures into account," says Althaus. What has remained from this time is an increased principle of trust - both in terms of working hours and the opportunity to work where one would like to be.

press release



Despite the not-so-easy conditions, Althaus emphasizes a return to the office and a careful focus on data - after all, cyberattacks have demonstrably increased during the home office period. As an established SAP partner and archiving solutions provider, he places a high priority on data backup. "Since we were already set up before the pandemic to have secure data access and optimal archiving options outside the office, business is largely back to normal for us. Let's hope that we don't have to face any more restrictions in the fall. If we do, we are well prepared," says Winfried Althaus.

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KGS Software GmbH

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