

Enabling a remote workforce during COVID-19

Respond and restore. Together.

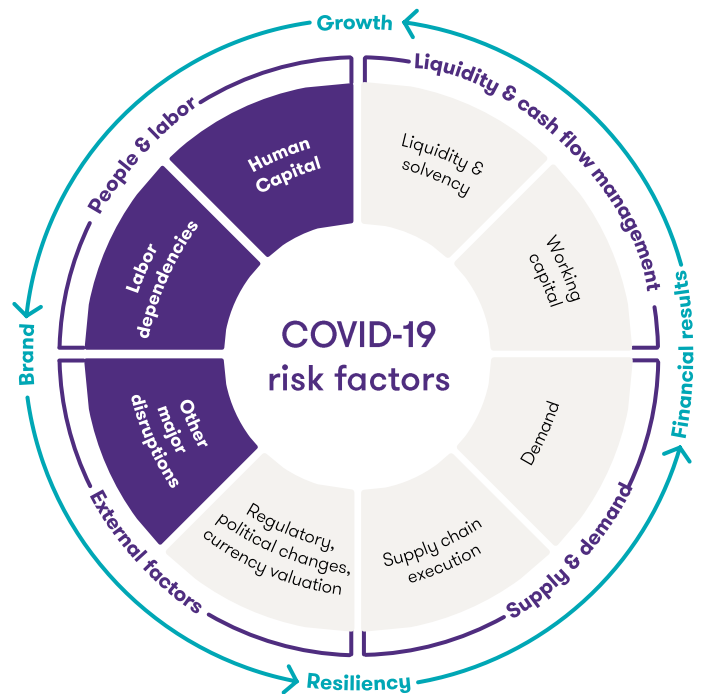
Immediate actions to enable a productive remote workforce

Evaluate and identify fixes for remote operations

With as much as 100% of the workforce now remote in response to COVID-19, business systems are over-extended or reactively deployed. The need to identify opportunities for quick fixes is apparent. Action plans to remediate issues and enable business operations to succeed remotely are critical.

Remediate impacted business functions

In the band-aided technology environments rising in response to COVID-19, many organizations know the people, process or technology challenges that need to be addressed immediately. Technology experts can enhance and accelerate internal efforts to remediate these challenges, returning organizations to a productive state with an effective remote workforce.



Resiliency starts with a commitment to identify and mitigate remote workforce impact that can further disrupt your business

At the ready to help you

Remote Workforce Enablement Plan

Assess current remote workplace based on people, process, technology and culture, covering:

- Remote workforce operations and business support
- User adoption and technical support
- Workforce enablement
- Workforce effectiveness measures



OUTPUT

Remote Workforce Enablement Plan that outlines fixes in the categories of people, process, and technology, including:

- Prioritized impact areas
- Action plan to remediate

Remote Workforce Solution Implementation

Technology experts engaged to remediate challenges such as:

- User support impact solutions
- Workforce enablement and adoption plans
- Remote platform scaling to provide or improve systems
- Remote-enabled metrics, measures and governance



OUTPUT

- Remediated business processes
- Acceptable operational remote workforce performance

Our assessment focuses on 3 key areas



PEOPLE

- Recommend support priorities
- Near-term remote enablement
- “Get people working” methods



PROCESS

- Prioritized process map
- Process mitigations
- Restart high-value processes



TECHNOLOGY

- Near-term remote architecture
- Interim security model
- Scaled application framework

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