Sustain business operations: Transition to remote working at scale

Cognizant

The COVID-19 pandemic, with its unprecedented speed and scale of spreading, is threatening our lives and our livelihoods. While governments around the world strive to contain the outbreak by imposing social distancing measures, organizations are taking care of the safety of their employees by enabling remote working options.

For many organizations, the sudden shift to remote working necessitates massive changes in how work is done as well as making immediate working arrangements. The challenge lies in equipping the workforce to function safely from remote locations without compromising on productivity and security. Businesses should be able to scale their IT systems rapidly while adapting their processes and policies for remote functioning of their workforce.

In short, these extraordinary times are redefining the future of work in terms of the way we work and collaborate in our workplaces.

Key imperatives for businesses in the 'new normal'

Ensure employee safety and business continuity

The pandemic is forcing organizations to move to remote working models to ensure business continuity while maintaining employee health and safety. Organizations will need to equip their teams with the required virtual access to technology, solutions and resources.

Maintain productivity of remote workforce

With the shift to remote working, organizations need to ensure seamless communication and collaboration to maintain employee productivity. Organizations will need a single integrated communication and collaboration platform that fosters effective collaboration among remote employees, partners and customers.

Minimize disruptions to operations

With remote functioning workforces, organizations' IT support teams face an increased number of issues to be resolved and there will be limitations for voice support. Organizations need to empower IT teams with the right chatbot-based solutions to resolve issues swiftly and ensure business continuity.

Elevate remote employee experience

As the number of employees working off-premises increases, IT teams will find it challenging to monitor IT assets and the employee experience. Organizations need intelligent solutions to monitor remote employee experiences, as well as ensure engagement levels and compliance with policies and regulations.

Provide a secure remote environment

Organizations face an increased number of security threats with employees working from remote locations. They need platforms and methods to monitor and maintain security and regulatory compliance of remote assets as well as ensure secure, compliant remote access to data and applications.

Navigate your business through the COVID-19 crisis with Cognizant Digital Workplace Services

Transition to remote working with Cognizant Digital Workplace Services

1
Enable secure remote working models

Leverage Cloud Workspaces, remote device access and secure BYOD for employees to have secure and compliant access to enterprise resources anywhere, any time and from any device.

2
Ensure remote collaboration to maintain productivity

Maintain employee productivity with seamless collaboration among employees, business partners and end customers with unified communication and collaboration solutions.

3
Provide intelligent remote support

Provide swift, personalized remote support as well as management of out of band devices for remote employees by leveraging AI-enabled digital service desk and remote out of band solutions.

4
Monitor remote workplace experience

Ensure consistent end-user experience and engagement levels for remote employees by leveraging remote experience monitoring solutions.

5
Prepare employees for changed working models

Train and prepare employees to adapt to remote working and ensure a smooth transition to the new working paradigm with organization change and adoption management solutions.

Secure remote environments: secure remote access with MFA, Identity and Access Governance; endpoint protection with DLP, EDR, etc.

Enable secure remote working models for your workforce

Cognizant's comprehensive offerings cover capabilities such as desktop virtualization, cloud-hosted desktops, virtual desktop infrastructure, remote access to physical machines and unified endpoint management. This allows remote employees to access enterprise resources securely and **work efficiently anywhere, any time and from any device**. Our offerings include:

- **Cognizant WorkNEXT™ Cloud Workspace** delivers an integrated cloud solution with virtual desktops and applications for employees in an 'as a service model.'

- **Cognizant WorkNEXT™ Remote Desktop** enables secure remote access to on-premises resources any time a remote employee needs it.

- **Cognizant WorkNEXT™ Unified Endpoint Management (UEM)** enables BYOD for secure remote access to corporate data and apps from anywhere and any device.

Ensure seamless communication and collaboration for remote users

Cognizant offerings leverage industry-leading collaboration and communication tools to foster collaboration among globally dispersed employees working from remote locations. The integrated offerings are built to help enterprises across channels with business messaging, calling, video meetings and file sharing. Our offerings include:

- **Cognizant WorkNEXT™ Unified Communications and Collaboration** brings together collaboration platforms and systems like Microsoft Teams, Amazon Chime, Cisco Webex, Amazon WorkDocs and more, eliminating management hassles across discrete tools.

- **Cognizant WorkNEXT™ Scalable Digital Contact Center solution** delivers an omnichannel cloud-based digital contact center on Amazon Connect or Genesys Cloud to instantly enable a contact center solution for both support staff and remote users.

Provide intelligent support for remote employees

Cognizant's comprehensive AI-powered omnichannel user-centric support solutions are built to help resolve issues faster and enhance the employee experience. Bringing together capabilities across chat, voice and email, these solutions leverage AI and automation to enable employees to find immediate answers to routine questions, thus providing instant resolutions and lowering call volumes. We also provide out-of-band remote management to support assets on the company network, irrespective of whether these are attended by or powered on systems. Our offerings include:

- **Cognizant WorkNEXT™ AI-Powered Service Desk** is a comprehensive digital engagement solution that delivers productive, personalized support for remote users.

- **Cognizant WorkNEXT™ Remote Out of Band Management** is a remote management solution that enables remote discovery, repair and protection for out-of-band devices.

Monitor remote workplace experience for remote workforce

Cognizant provides remote endpoint monitoring and support solutions that increase clients' visibility by proactively monitoring IT assets, triggering remote actions to resolve issues and automating routine IT tasks. These solutions help ensure consistent employee experience and engagement levels for remote employees. Our key offering is:

- **Cognizant WorkNEXT™ Analytics solution** enables IT teams to monitor and manage employees' digital experiences at remote locations.
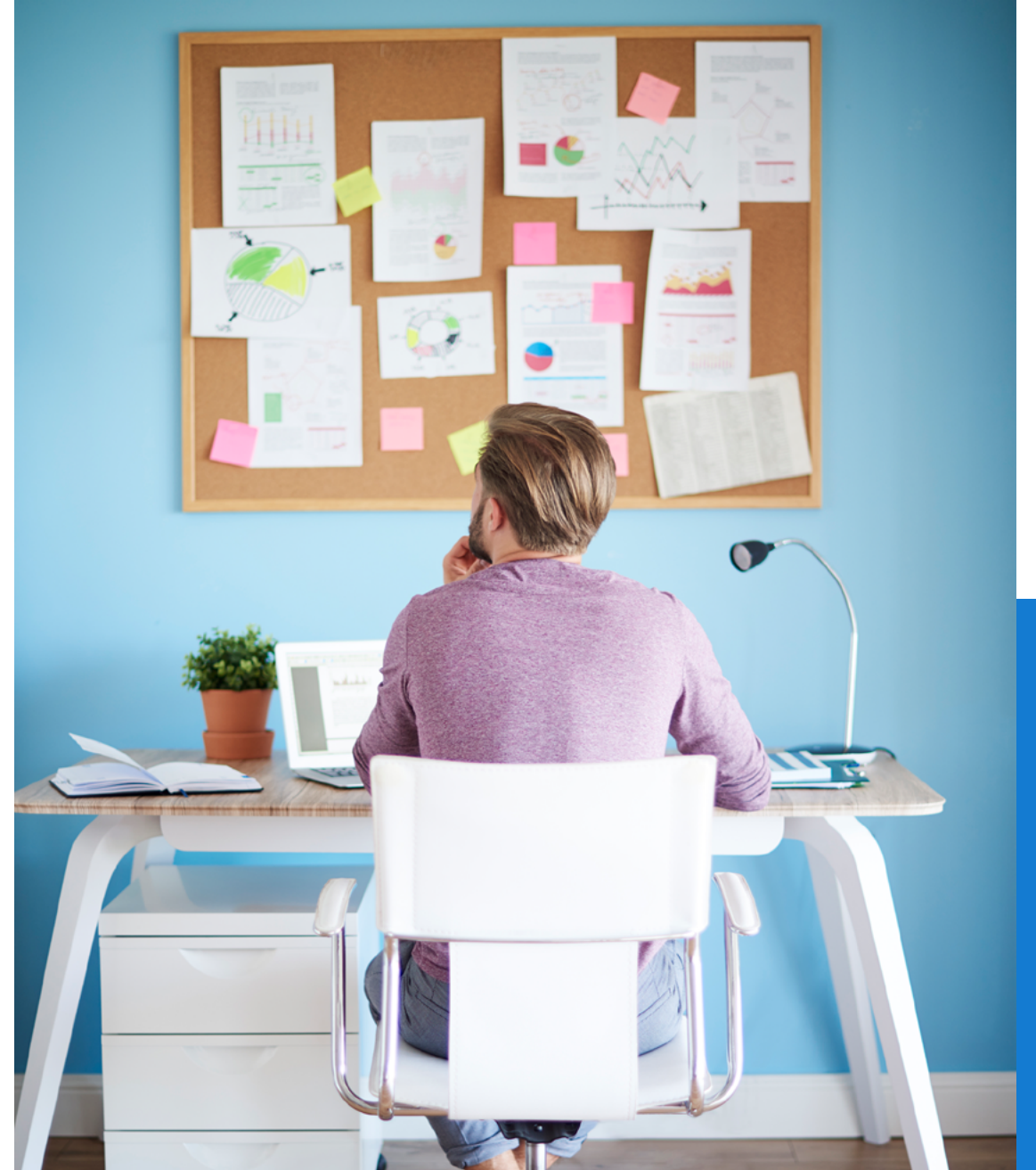
Transition to remote working with Organization Change Management

Cognizant change management solutions help enterprises train and prepare their employees to adapt to the 'new' working paradigm and continue to work productively from home or remote locations. We help organizations issue clear remote-work guidelines and policies, set up communication channels, provide secure access to essential information and resources, and monitor and ensure support to avoid disruptions. Our change management solutions include:

- **User training and enablement** of remote working technologies.

- **Guidelines, policies and best practices** for remote working.

- **Ensuring employee well-being** and morale.

Realize business outcomes faster

Our remote working solutions help our clients realize critical outcomes in terms of employee experience, workforce productivity, cost savings and enhanced security.

Swift and seamless enablement of remote working during the COVID-19 outbreak

One of the world's largest university presses

Implemented Windows Virtual Desktop services for 500 employees in three weeks to equip the remote workforce to function smoothly and ensure business continuity during COVID-19 pandemic.

Business Outcomes:

- Provided seamless access to ERP systems, email and critical files for 500 users.
- Ensured business continuity.
- Delivered enhanced monitoring and management capabilities.

Enhanced workforce productivity with unified communication and collaboration platform based on Microsoft Teams

Leading Norwegian engineering and construction company

Established a cloud-based unified communication and collaboration platform with voice capabilities, driven by Microsoft Teams, and seamlessly migrated 2,800 employees across 10 countries to the platform.

Business Outcomes:

- Enhanced workforce productivity levels.
- Improved employee experience.
- Reduced administrative overheads.

AI-powered chatbot implementation increases user satisfaction by 60%

Leading Norwegian energy player

Leveraged the WorkNEXT AI-powered service desk solution to enable proactive support, faster issue resolution, self-service and seamless live agent transfer for a workforce of 22,000.
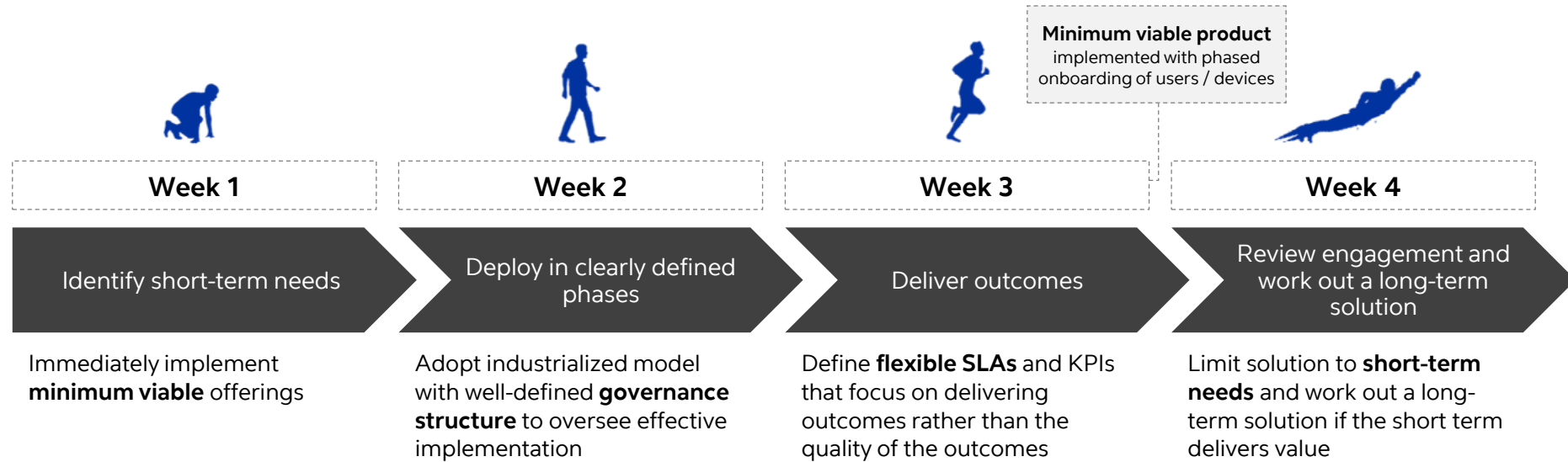
Business Outcomes:

- Deflected 36% of emails to chatbot and live-chat channels.
- Handled ~3,500 user interactions per month, resolving 58% of end-user queries.
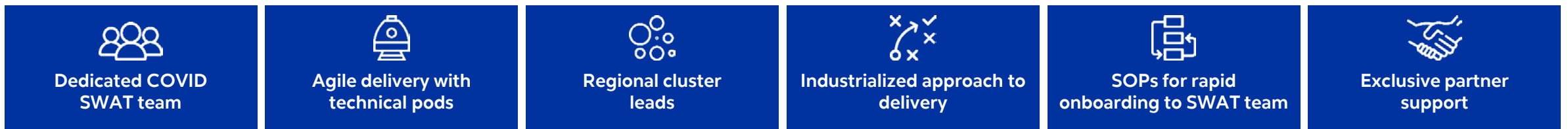- Achieved an average of 60% in end-user satisfaction feedback.

Accelerate your shift to remote working

Cognizant empowers enterprises to react quickly to the rapidly unfolding COVID-19 situation. Our agile and factory model approaches to solutioning and delivery will help rapidly transform your workplace to a remote working environment.

Rapid execution strategy

Minimum viable product implemented with phased onboarding of users / devices

Week 1	Week 2	Week 3	Week 4
Identify short-term needs	Deploy in clearly defined phases	Deliver outcomes	Review engagement and work out a long-term solution

Immediately implement **minimum viable** offerings

Adopt industrialized model with well-defined **governance structure** to oversee effective implementation

Define **flexible SLAs** and KPIs that focus on delivering outcomes rather than the quality of the outcomes

Limit solution to **short-term needs** and work out a long-term solution if the short term delivers value

Enabled by

| Dedicated COVID SWAT team	Agile delivery with technical pods	Regional cluster leads	Industrialized approach to delivery	SOPs for rapid onboarding to SWAT team	Exclusive partner support

Start your journey with Cognizant now

Cognizant, as a trusted partner, understands your unique business needs and the challenges involved in keeping the lights on during this pandemic. We will help you cope with the disruption by transitioning your organization to remote working models through the following steps:

A **Assemble** a COVID SWAT team to evaluate your organization's preparedness.

C **Create** a rapid action plan for accelerating the transition to remote working models.
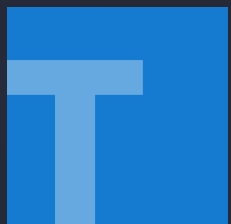
T **Transform** your workplace for continued success in the new normal.

Get in touch with a Cognizant expert today

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For more information, please visit our **Digital Workplace Services website**.

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.

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