

Digital technologies can drive recovery in the COVID-19 environment

The next phase of the COVID-19 crisis will be a challenging journey to a new normal. Enterprise leaders must navigate this journey under severe constraints – uncertain revenues, a disrupted workforce and a chronic shortage of capital.

Amid this uncertainty, digital technologies will be one of the most powerful options for recovery. A proactive technology strategy built around adapting operations and building resilience can

equip the enterprise with a stronger competitive edge in a post-COVID-19 world.

57%

of firms have increased their use of the cloud since the outbreak began.

Source: Flexera State of the Cloud Report, April 2020

Companies without digital sophistication are unlikely to survive

COVID-19 has completely altered how we live and work, with many of these changes likely to stick. Without accelerated adoption of technology and information securities, businesses will be unable to adapt to succeed in a post-pandemic world.



Navigating a saw-toothed economic recovery

As the world's economy recovers, we envision a slow-paced, uneven recovery trajectory with varying rates of growth for sectors and geographies, and periods of acceleration offset by setbacks. This saw-toothed shaped return to growth demands organizations be more flexible, resilient and adapt fast. Those that emerge winners will know how to balance cost cutting with smart investment, particularly in the digital technologies that accelerate recovery.



Adapt operations

- 1. Rethink infrastructure to support a distributed workforce.
- 2. Accelerate cloud adoption to support an ecosystem approach to business operations connecting suppliers, customers, shippers, and employees.

41%

of global executives are increasing spend on automation.

Source: EY Capital Confidence Barometer, March 2020

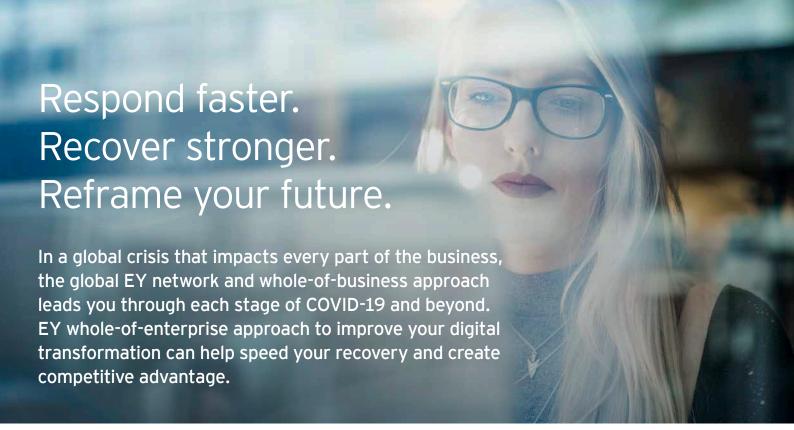
3. Use automation and intelligent platforms to optimize the workforce to focus on strategic tasks and scale up and down in volatile market conditions.

Increase resiliency

- Rebalance IT operations to support new commerce models – enhance digital sales channels, the virtual customer experience, and direct-to-customer delivery methods.
- 2. Rethink the digital strategy of the enterprise. Make decisions to replace legacy technologies, expand cloud infrastructure, and assess new technologies including contactless payments and 3D printing.
- 3. Double down on cyber-security as threats escalate. Ensure data is safe (and backed up) and virtual infrastructure is secure.

58% of executives say

of executives say cyber-criminals are taking advantage of pandemic.



Key actions

- Reinvent the enterprise network and adopt collaboration tools to support a new kind of workforce.
- Accelerate cloud infrastructure designed to support a more resilient ecosystem.
- Make use of intelligent platforms to address complexity of technology operations.
- Use the crisis as an opportunity to rethink your technology strategy.
- Double down on cyber-security as threats escalate.

Get in touch for a discussion around how technologies can accelerate your organization's recovery and resilience.

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