Business Continuity Management: Pandemic Planning

OVERVIEW

Individuals and organizations alike are feeling the growing impacts of the coronavirus. Even companies with a resilient infrastructure and an established BCP o are discovering key gaps in their strategies as they prepare for this pandemic and the required response. Never before have we faced such a situation where the outbreak is still spreading worldwide, and its impact is to bring global businesses to a standstill or under severe strain.

Rather than previous BCP scenarios which were for a localized situation where the disruptions anticipated were relatively small in scope and short in duration, the COVID-19 impact is affecting the entire globe and will extend for a significant period of time, possibly for months to come.

Such a situation is placing pressure on the existing IT infrastructure and systems as staff are being asked to work from home which means using video, voice, collaboration and productivity tools and technologies.

RESPONSE

CIOs who are given the responsibility to manage this transition are taking the following actions:

1

Ensure a collaboration tool is in place to support users working from home or other remote locations

2

Work with business leaders to conduct regular workforce planning exercises to assess risk and address staffing gaps

3

Identify alternative employment modes to fill these gaps and use digital technologies that can empower employees working from home and automate routine tasks

4

Deploy effective video & collaboration tools for staff to engage with their external partners and customers to ensure Business maintains momentum

Engage customers and partners via digital channels to maintain business relations. Repackage your services through digital channels

AVAYA INTEGRATED SOLUTION

This Avaya Integrated Solution is designed to support the CIOs to address the above requirements within the Contact Centre and for staff working from home

- Contact Centre and Customer Service teams
    - o Avaya remote Agent working solutions provide a Contact Centre Agent Client to allow agents to log in from home or other locations. Easily deployed on Laptops and simple connectivity with features which enable voice, emails, SMS, chats, social media etc. channels to be made available to the agent from the office or comfort of their own premises.
    - o Supervisor functionality to be able to report real time with a dashboard view of the statistics along with strong reporting capability for performance and business intelligence reports
    - o Ability to record 100% calls with possibility to have agent control pause and stop of recording
    - o Develop your call flows and IVR's quickly with speech enabled functionality
    - o Ability to connect over company VPN's or a VPN less connection

- Administration, Sales and back office teams
    - o Avaya Remote working solutions provide a simple to use collaboration client which can be installed on your laptop and/or mobile to give your employees the flexibility to have the tools they need to work from anywhere.
    - o Standard phone calls, access to voicemail, access to video calling, access to joining group meetings including collaborative sessions with sharing presentations and documents, real time editing documents etc. all from the office or the comfort of your own premises
    - o Ability to connect over company VPN's or a VPN less connection

FEATURES & BENEFITS

1	2	3	4
Displace remote desk phones and associated trunking, reducing costs while still enabling remote access	Decrease downtime, keeping staff connected if a virtualization session is lost	Simplify deployment and support of virtualized staff	Give staff the flexibility to work from home. Provide the tools staff use in the office at home by leveraging cloud technologies

VIS Global Offering

- **Quick deployment, within hours possible to get your staff up and running immediately**
- **Training provided for quick enablement of users with access to technical specialists for any questions / issues 24x7**
- **Ability to be able to deploy as a perpetual solution or a temporary solution including a BCP/DR facility**