

# Building Operational Resilience for Thriving in the New Normal

## Market Outlook in 2020

A poll by top research & advisory firms says...

**55%**

Of tech vendors are projecting bookings decline<sup>1</sup>

<sup>1</sup>A TSIA poll on The Impact of Covid-19 on Managed Services, Jeff Connolly May 5-6, 2020.

**69%**

Of tech vendors are cutting OpEx<sup>2</sup>

<sup>2</sup>The Pandemic Play Book For Tech Solution Providers, TSIA, Version 6, April 27 2020.

**27%**

Of tech vendors are reducing headcount<sup>1</sup>

<sup>1</sup>The Pandemic Play Book For Tech Solution Providers, TSIA, Version 6, April 27 2020.

**88%**

Of full time service engineer deployments are impacted<sup>2</sup>

<sup>2</sup>Managed Services & As-a-Service Insights, ISS Index Q1 2020, April 08, 2020.

**“**  
We live and work in a vastly different world... one we could never have imagined.  
**”**

– John Westfield, Partner & Practice Leader

## But Wait, The Time to “Reset” is Now

On the positive side, Covid-19 is expediting timelines of new strategic initiatives.

**“**  
There are more decisions now than at any time in history.  
**”**

– TSIA Executive, Managing Through This Crisis, May 5-6, 2020

**61%**

Of tech vendors are devoting time to research, strategy, & planning.<sup>2</sup>

<sup>2</sup>A TSIA poll on The Impact of Covid-19 on Managed Services, Jeff Connolly, May 5-6, 2020.

**59%**

Of tech vendors are investing in new capabilities to quickly deliver & support offers remotely.<sup>3</sup>

<sup>3</sup>The Pandemic Play Book For Tech Solution Providers, TSIA, Version 6, April 27 2020.

**48%**

Of tech vendors are renegotiating SLAs based on actual ability to respond to customer requests.<sup>1</sup>

<sup>1</sup>The Pandemic Play Book For Tech Solution Providers, TSIA, Version 6, April 27 2020.

**24%**

Of tech vendors are changing offer portfolios & pricing to meet customer crisis pressures.<sup>1</sup>

<sup>1</sup>The Pandemic Play Book For Tech Solution Providers, TSIA, Version 6, April 27 2020.

**In times of business disruption,**

is your service provider resilient enough?

High economic uncertainty

Low economic visibility

## A Phased Resilience Approach

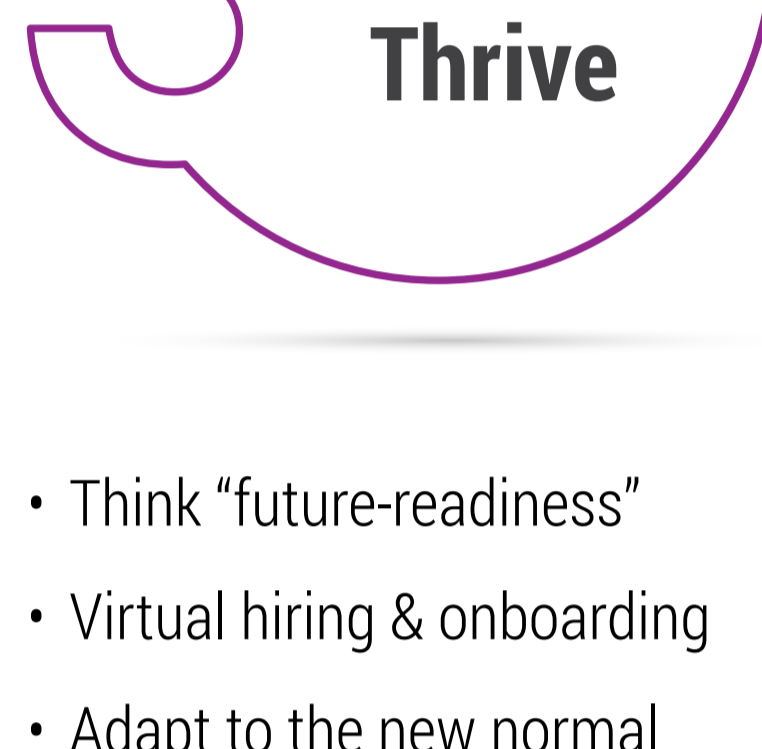
Consider an agile & scalable crisis management approach.



- Proactively manage stakeholders
- Identify potential disruption triggers
- Ensure overall preparedness
- Communicate with employees, clients & partners



- Achieve 100% Work From Home (WFH) globally
- Monitor & assess for course correction
- Launch cybersecurity initiative
- Ensure employee well-being



- Think “future-readiness”
- Virtual hiring & onboarding
- Adapt to the new normal
- Rethink organizational strategy
- Invest in innovation

## Framework for WFH Transition & Stabilization

### Pre WFH Interventions



### Employee Challenges & Considerations

- Infrastructure availability
- Resource & material mobility
- Home environment feasibility
- Employee emotional support & welfare

### Client Challenges & Considerations

- Client connectivity
- Contract & SLA compliances
- New model buy-in
- Quality considerations

### Actions & Interventions

- R E S I L I E N C E**
- Real estate & facilities management
  - Employee enablement
  - Support functions alignment
  - IT connectivity & collaboration
  - Legal & compliance monitoring
  - Information & physical security
  - Emotional well-being
  - Numbers & dashboards
  - Communication & customer engagement
  - Emergency response & SLA monitoring

**100%**

Work From Home

### Post WFH Monitoring & Optimization



#### Virtual Command Center

(CEO, Function Heads, Site Commanders)

#### Dashboarding

Daily Impact Analysis

#### HR

- Employee Engagement Frameworks
- Advisories
- Counselling
- Virtual Onboarding

#### IT

- Hardware & Software Solutions
- Connectivity
- Security Scans & Patches
- Application Uptime

#### Facilities

- 24/7 Helpdesk
- Material Movement
- Critical Passes
- Physical Security
- Infra Logistics Orchestration

#### Projects

- Utilization
- CSAT Monitoring
- QA
- Customer Feedback
- Service Level Monitoring

#### Corrective Interventions & Optimization

## Reset & Succeed in the New Normal

Enable transformation via focus on people, technology, & process.

### Virtual Talent Management

Remote workforce management, virtual hiring, training, & onboarding.

Meaningful employee engagement

### Digital Enablement

Smart automation, RPA, self-help, & Augmented Reality.

Stronger functional resilience

### New Models

Outcome-based, TCO-based, managed services, gain-shared models.

Better customer value realization

## Resilience in Action

One of my favorite success stories is from CSS Corp, they successfully...



– John Ragsdale, Distinguished Researcher & VP of Technology Research, TSIA  
Technology support flourishes amid crisis, smartcustomerservice.com, May 14, 2020

## Navigate Uncertain Terrain

CSS Corp was one among the first few service providers to swiftly shift to a 100% remote work model through its proprietary RESILIENCE framework.

### At A Glance

CSS Corp is a new age services company that harnesses the power of digital technologies to reimagine customer engagements

**1.2 Bn+**

Interactions and Resolutions

**150+**

Active Customers

**7,000+**

Engaged Employees

**18**

Global Delivery Locations

## Industry Accolades

Since January 2018, CSS Corp emerged as the most awarded mid-tier global services company with 40+ international awards. Here are a few...



The award recognizes CSS Corp's digitally infused operations that enabled clients stay nimble, & adapt to a fast-evolving landscape.

2020 Outsourcing Partner of the Year  
More Info >



Hailed as the premier partner in business transformation through AI, Automation, Analytics, & Augmented Reality.

Outsourcing Provider of the Year 2020  
More Info >



CSS Corp's Digital Experience Platform awarded for driving & transforming customer experiences for B2B & B2C enterprises.

2020 BIG Innovation Award  
More Info >



Digital Customer Experience suite lauded for revolutionizing complex enterprise technical support ecosystems.

Best Technical Support Solution  
More Info >

## Emerge More Resilient than Before

Reset before it's too late.

[Yes, I need a free session](#) →

### Related Information

Blog: HFS Hails CSS Corp's Resilience | NelsonHall: Supercharged AR Tech Support | The Resilience to Bounce Back