

THE GROWTH OF IT INDUSTRY ON COVID-19 PANDEMIC

Author's Name: Malavika M Hari
Department of Information Technology
GEC Barton Hill
Trivandrum
Email –malvikamhari7@gmail.com

Abstract— The spread of Corona virus and subsequent lockdown negatively impact on various industries and people in multiple ways. However, this is unavoidable as we need to fight against the corona war and reduce the number of loss of human beings. Many organizations are unable to operate the business and deliver to their customer. But at least the IT industry is consecrated to allow their employees to work from home and manage the business. This document discusses about the Growth of Industry on Covid-19 pandemic

Keywords—Covid-19, IT Industry, Work from home, Healthcare, IT Support

I. INTRODUCTION

Corona virus or Covid-19 was first identified in china in December 2019 and then it is affected by multiple countries in a short span. Due to Corona, there are lot of negative impacts on human beings and also on various industries and business sectors. World has been under lockdown for the past few month due to the outbreak of corona virus. This had made the life of everyone stand still. Although there has been a disruption to the work routine due to lockdown across many parts of the globe, due to new ways of functioning, employees and customers require increased support for accessing the IT systems. Hence there has been a surge in the demand for IT support.

II. IT INDUSTRY

The Information Technology and enabled services has been one of the key driving forces fuelling the world's economic growth. The industry has provided global recognition for Indian youth's technology and entrepreneurial capabilities. Indian IT industry has been an outstanding success story, exporting software services to more than 60 countries around the globe. Indian IT sector has gone through various developmental stages. Every phase has helped to take the IT industry to the next level with tremendous development and has created a mark in the global IT market. IT industry has grown in India tremendously because of technically skilled professionals, English speaking population, robust telecom infrastructure, favorable government policies .IT organizations provides low-cost to comprehensive services to meet the demands from multiple clients around the globe.

III. REASONS FOR THE GROWTH OF IT INDUSTRY DURING COVID-19 PANDEMIC

A. Increased demand of software and social media platforms

The main reason for the increase in the economy for IT industry is the increased demand for software and social media platforms. World has been under lockdown for the past few month due to the outbreak of Covid-19. This had made the life of everyone stand still. All the teleconferencing tools help the people who are in quarantine to stay in touch with their family members as well as to conduct digital classes for students. Many Companies have transitioned to work from home model. So people require increased support for accessing the IT systems.

B. Healthcare

A lot of apps and softwares have been built in the past few months for health care. Telehealth helps people to get diagnosed, treated and operated without the need of a physician to be physically present. There are many patients who are in self-quarantine due to Covid-19 who need medical supervision and medical assistance every day, and these applications could help them achieve that.

Many countries who are facing the shutdown have invested in smart city solution such as the cops in China are using drones attached with thermal sensors to identify the symptoms for corona virus and get immediate medical help. In Australia, the government had launched a chat-bot to keep the citizens up to date with the situation and answer their questions so that they will be able to decrease the spread of misleading information and stop the panic that could be created in public. In South Korea, the local government has launched a Smartphone app that keeps the self-quarantine employees in touch with their co-workers to keep the updates to the work process and to ask any question. Many IT organizations adhere to various advisories from GOI and support the nation during this crisis. Thus IT industry is helping us to stay safe during this pandemic.

C. Increased need of IT Outsourcing and IT Support

Amidst fear of worsening economic conditions, the countries and companies largely dependent on IT outsourcing. Companies are adopting work from remote location, thereby requiring more cloud services and IT applications to effectively enhance and strengthen their information related security from cyber attacks. So on one side, when the Indian IT industry is expected to witness pressure on new contracts and pricing, there are segments within the IT domain wherein outsourcing is anticipated to increase.

People now accelerate their journey towards Cloud and Digital adoption to minimize human touch points and also initiate plans to invest heavily on automating their back office and IT operations to reduce dependency on manual

interventions. This should create huge business opportunities for Indian IT companies.

IV. CONCLUSION

Majority of the IT companies provide business continuity to clients without lowering quality or productivity. IT service providers would be looking at ways by which they could optimize their costs and continue to service their customers. Many IT companies are already asking their employees to up skill themselves specially when they are working from home and are providing them with e-learning as well as webinar opportunities. Thus the corona virus crisis has led to the growth of IT Industry by surprise. To ensure the seamless delivery, uninterrupted service to the customers, and ensure the employment for the Indian IT techies, it is essential to have a collaborative effort from employees, authorities, central and state governments.

ACKNOWLEDGMENT

- I extend my sincere thanks to Dr Deepthi ,
Professor – GEC Barton Hill
- I would also like to thank all the authors who
had provided factual data to make this paper more
effective and intuitive.

REFERENCES

- [1]Dr. Prita D. Mallya , Dr. Rodney D'Silva(2020)- Impact
Of Covid – 19 Crisis On The Global Economy And Other
Sectors Worldwide
- [2]L. Sudershan Reddy and Kannamani.R. (2017),
“Justifying the Judgmental Sampling; Matrix organization in
the IT outsourcing industry”, GBMAS- Vidushi Journal

ABBREVIATIONS

IT – Information technology, **COVID** - Corona virus
disease, **GOI** – Government of India