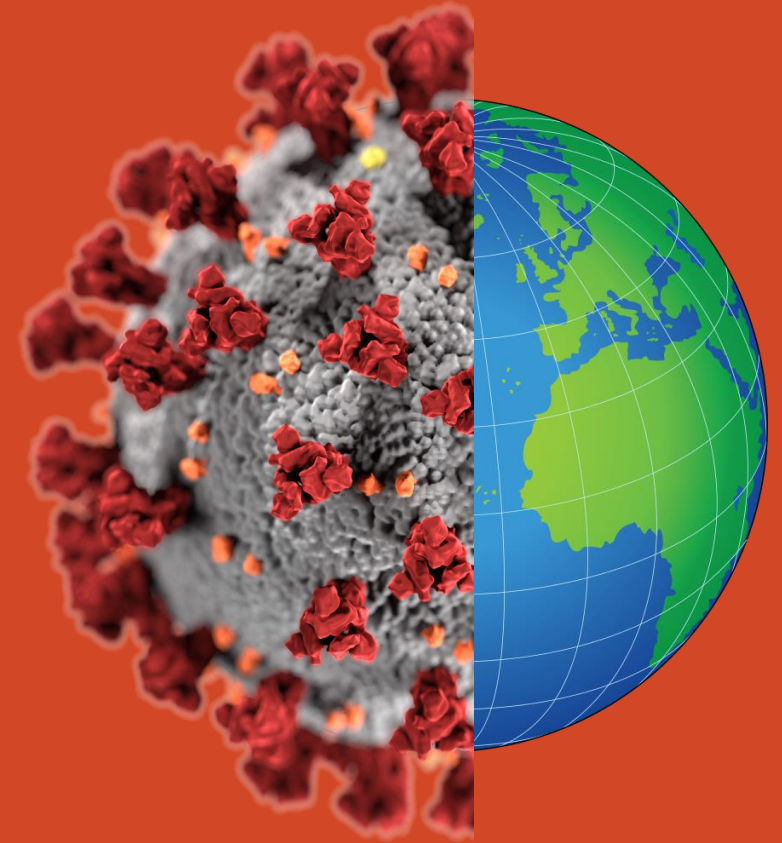# The Effect of COVID-19 on IT Industry

Speaker Profile:

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Elekta Ltd, United Kingdom

Webinar: Exploring & Understanding the COVID-19 Pandemic

CHHATRAPATI SHAHU JI MAHARAJ UNIVERSITY, KANPUR

About this deck

A novel coronavirus, named Severe Acute Respiratory Syndrome coronavirus 2 (SARS-CoV-2), was identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China in 2019. The illness caused by this virus has been named coronavirus disease 2019 (COVID-19). The following slides are a collection of estimated impact reported on the global Information Technology Industry.

The Impact of a Pandemic : World Health Perspective

> "*Pandemic is not a word to use lightly or carelessly. It is a word that, if misused, can cause **unreasonable fear**, or **unjustified acceptance that the fight is over**, leading to unnecessary suffering and death.*"

Dr. Tedros Adhanom
Director General
WHO

> "*The **fundamentals of public health** have proven successful to <u>containment</u> of the COVID-19*"
> ✓ *taking it seriously from the start,*
> ✓ *repurposing government officials to tackle the virus,*
> ✓ *testing, quarantine, contact tracing, practicing basic hygiene*
> ✓ *mobilizing the population to protect themselves*

Dr. Maria Van Kerkhove
Technical Lead
WHO

The Impact of a Pandemic : World Economy Perspective

"*we are facing a human crisis unlike any we have experienced*" *and our* "*social fabric and cohesion is under stress.*"

Amina J. Mohammed
*Deputy-Secretary-General*
UN

"*This infection is not going to disappear...without science leading us to vaccines, we will get second and third waves of this.*"

Jeremy Farrar
Director
Wellcome Trust

Businesses of all sizes to adopt the **Stakeholder Principles***:*
✓ *to keep employees safe,*
✓ *to secure shared business continuity with suppliers and customers,*
✓ *to ensure fair prices for essential supplies for end consumers,*
✓ *to offer full support to governments and society,*
✓ *to maintain the long-term viability of companies for shareholders, and,*
✓ *to continue sustainability efforts, including to fight climate change.*
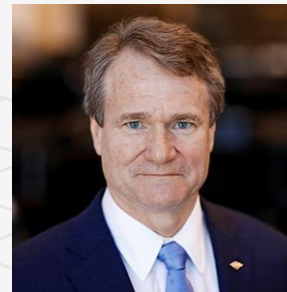
Brian Moynihan
Chair
International Business Council of World Economic Forum

Various Sectors that are seeing an impact (IT / ITeS / and beyond..)

- Banking, Financial Services, Insurance
- Energy & Resources
- Healthcare & Life Sciences
- High-Tech & Telecommunications
- Media & Entertainment
- Public Sector

- Retail
- Manufacturing
- Universities
- Nonprofits
- Travel & Transportation

Some statistics (IT / ITeS / and beyond..)

- India: **$147 billion** outsourcing industry
- India: nearly **4 million** IT workforce
  - Since March, over 80% employees have shifted to a work-from-home (WFH) model
  - And, are delivering services to clients globally
- Covid-19 impact has fundamentally altered how companies look at employees and their workplaces
  - TCS believes that it does not "need to have more than 25% of workforce, at a time, at facilities
    - Remaining of them can work from home
    - Additionally, every employee need not be present in the office all time
      - CEO, TCS: "I think it's sufficient that they spend 25% of their time in our offices."
  - Over two decades ago, Indian IT services firms introduced the concept of Offshore Development Centres
    - 1000s of employees could work in a single ODC location
    - With a WFH model, this real estate is not getting utilised

The Impact of a Pandemic on Professional Meetings

Professional societies and organizations sponsor meetings to accomplish and promote many goals, primarily focusing on:

1. Education and Research (Seminars, Conferences, …)

2. Policy making sessions

3. Career & skill development (Workshops, …)

4. Vendor interactions towards equipment (Exhibitions)

5. Recruitment of new members

6. Associated networking events

The Impact of a Pandemic on Professional Meetings

- Plan for the long-term starting *right now.*

- Recognize that the impact is not just short-term.

    - currently planned meetings should continue as scheduled?

    - how to refine future meetings

- Evaluate what is important (and not important) about the current list of organisation missions and activities

- Identify the important participants and stakeholders for your meeting and get their input about priorities.

- Review your revenues (meeting, dues, subscriptions, contributions) and expenses and evaluate their importance to the meeting and missions.

- Make the hard decisions regarding viability in the future

    - what if attendance reduces by 10%, 20%, or more.

Conclusions: Some changes that the future holds

Fight against COVID-19 may be deeply unpleasant but it can also be a catalyst for remarkable technical progress.

- Vast increase in 'Work from Home'
  - Reduced time spent on travelling
    - Reduction in office space
    - Increased supply of property
- Virtual Meetings/Conferences
  - Demand increase for 5G Networks and beyond
  - Reduction in cross-border movement of work-force
- Supply Chain changes (*Source: HSBC Global Research Report*)
  - **'Reshoring':** to shorten the global supply chain
    - Opposite of globalisation, to ensure national security/safety
    - Increased expenditure towards automation and robotics
    - Hence, some countries may bounce back, some may not

Conclusions: Some changes that the future holds (Continued..)

Fight against COVID-19 may be deeply unpleasant but it can also be a catalyst for remarkable technical progress.

- Restructure service delivery
  - Enhanced Digital Banking
  - Artificial Intelligence powered tools
    - That help the customer perform a self-diagnosis
  - IoT and an enabled Supply Chain
    - Report back and deliver same-day
  - Advanced Content
    - Videos / Augmented Reality to demo an installation
- Re-imagined Retail Industry
  - Click-and-collect centres
  - Technology adaption by hyper-local vendors

More questions on the topic?

Credits/References

https://www.weforum.org/covid-action-platform

https://pubs.rsna.org/doi/10.1148/rycan.2020204012