

IT solutions & services for times of crisis

Concepts that help immediately



www.adesso.ch/en/goforward

IT IS INDISPENSABLE FOR OVERCOMING THE ECONOMIC CRISIS

When solutions had to be found urgently, IT experts in companies showed what is possible even at short notice: they brought employees into the home office, they converted ongoing projects to remote, they keep processes running. Not every change was and is carried out silently - but the mixture of common sense, **an eye for the possible and the right IT** ensure that many things work quickly.

Now that immediate problems have been solved, companies are faced with the task of cushioning the economic consequences of the crisis. After all, no one has a plan for this situation in the drawer. That is why flexibility and fast results are the commandments of the hour. IT solutions and services can again make their contribution to this. We would like to briefly introduce you to the matching concepts here. Our experts will be happy to explain more details to you.

**Continuing to involve employees -
Continuing to reach customers -
Continuing to control processes**





REMOTE WORK

DISTRIBUTED COLLABORATIVE WORK – DESIGNING DIGITAL PROJECT WORK

Every project thrives on the exchange of ideas between the participants: from informal discussions over coffee to structured workshops – **ideas are developed through communication.** When established forms of collaboration are suddenly no longer available, digital tools such as Microsoft Teams and smart concepts for distributed working are needed. Within just a few days, reliable processes are available for employees and customers to continue existing projects and new ventures – almost as if everyone were sitting at the same table.



Here you can read more about the topic:
www.adesso.ch/en/remotework



ON-DEMAND INFRASTRUCTURE - BE READY FROM NOW ON

Switching to Remote Work means: massive access to files, video conferences or online presentations. Some IT infrastructures might not be prepared for this - but the systems still need to be running. **A Cloud-based on-demand infrastructure provides short-term relief.** It provides companies with the urgently needed leeway to deploy processes securely. We clarify your individual requirements situation with you at short notice and quickly put together a solution that fits your needs in terms of scope, data protection, legal framework and budget.



Here you can read more about the topic:
www. adesso.ch/en/cloud



AUTOMATED COMMUNICATION

MAINTAINING CONTACT WITH CUSTOMERS - ESPECIALLY WHEN CIRCUMSTANCES ARE CHALLENGING

The media dominate the current crisis almost completely. Whether the topics of your communication fit the situation or whether you want to offer your customers a refreshing change: **You must ensure that you continue to reach your target groups.** Salesforce tools provide targeted, personalised, large-scale customer communications right away. We bundle the most important Salesforce solutions into a starter package and train your employees in the use of the basic functions. After just a few hours, you can get started with your communication.

Here you can read more about the topic:
www.adeso.ch/en/customercommunication





BUSINESS CONTINUITY MANAGEMENT

THE BUSINESS WILL CONTINUE - TOGETHER WE WILL MAKE YOUR PROCESSES PREDICTABLE

Stability is decisive for the success of a company - especially in times of crisis. **Critical company processes must continue to function as smoothly as possible.** Together with you, we analyse your current situation, identify critical points and develop short-term solutions. With the Home Office Check we test your processes around homework and data access from the outside.



Here you can read more about the topic:
www.adesso.ch/en/bcm



MANAGING CUSTOMER CONTACT

KEEPING THE FLOOD OF ENQUIRIES UNDER CONTROL - REGARDLESS WHICH COMMUNICATION CHANNEL

You need to maintain your customer service even in times when personal conversations are only difficult or even impossible. Even more customers are now picking up the phone, sending e-mails or writing to you via social media channels. **You need to be able to process and track this flood of enquiries in a well-organised manner.** A multi-channel and structured case management helps you to accomplish this.

Here you can read more about the topic:
www.adesso.ch/en/customercontact





DIGITAL TOOLS IN CUSTOMER CONTACT

CHATBOTS AND TELEPHONE OFFERS REDUCE THE LOAD ON CUSTOMER SERVICE - WITHOUT REDUCING SATISFACTION

Your customer and service hotline will directly experience the effects of the crisis. On the one hand, the number of calls is increasing, on the other hand call center agents are dropping out. **Chatbots on websites or in smartphone apps and phone bots can cushion these problems.** Simple queries are answered directly by these applications. The bot analyses more complex requests and forwards them - if necessary pre-qualified - to the right person in charge. Enquirers receive the information they are looking for more quickly, and your employees can concentrate on the important conversations.

Here you can read more about the topic:
www. adesso.ch/en/chatbots





AI-SUPPORTED PREDICTIONS

SOUND FORECASTS IN UNCERTAIN TIMES - REACT QUICKLY TO NEW DATA

The current crisis situation is radically changing the data situation in many areas. Forecasts are difficult to make, already developed forecast models are failing. But especially now it is important to make decisions based on reliable forecasts. **Machine learning methods help you to recognise patterns and correlations in the new data basis.** This allows you to react immediately to changes in the buying or communication behaviour of your customers.

Here you can read more about the topic:
www.adesso.ch/en/forecasts



The Remote Interaction Room - a currently suitable workshop format

No matter whether you have to react acutely to a situation caused by the crisis, want to improve processes in the short term or are thinking about digitalisation opportunities in the medium term: understanding each other is - as simple as it sounds - the key to successful projects.

With a well thought-out workshop concept that uses modern IT tools to channel the dynamics and deliver quickly usable results, we are also there to support you in overcoming your individual challenges.

The project tool Remote Interaction Room (Remote IR) is the answer to the requirements of distributed working. The Remote IR is a virtual workshop environment. The concept is based on a number of modern online tools such as Microsoft Teams, Microsoft OneNote or the business process modeling tool Cawemo and simple rules of the game. With the help of these tools, the project participants visualise processes together on „whiteboards“ and thus develop a common understanding of the project.



Here you can read more about the topic:
www.adesso.ch/en/remotelR

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adesso Schweiz AG
info@adesso.ch
www.adesso.ch



Zurich | Bern | Basel | Lausanne | Lugano