

Keeping your
people safe and
productive in
uncertain times

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COVID-19 has rapidly developed into a global crisis, requiring everyone to take action.

In this uncertain time, Fujitsu want to offer organizations helpful advice and practical support.

Which is why we've put this document together focusing on these three key topics:

- › Keeping your people safe
- › Getting the support you need
- › Thriving in the new normal

1. Keeping your people safe

The number one priority is to keep your people safe, and enable them to work effectively.

With most of your workforce maintaining social distancing to stay safe, it's essential to empower them to work and collaborate securely remotely. And it's imperative to keep them connected so they continue to feel part of your organization while being physically distant.

Our Advice

1. Start by having a clear understanding how work gets done, by whom and where so you can assess how this can continue remotely.
2. Review the tools and infrastructure you have available and look at how these need to adapt and scale to meet the new needs of your workforce.
3. Review the way you work and how this needs to change to ensure your workforce remain connected and engaged while working remotely.
4. Review your security policies and procedures and how they can be maintained to ensure your workers and data remain secure.

2. Supporting your Customers

Your second priority is to support your customers in their time of need. Either by making sure you deliver the core services they need, or by adapting to provide new innovative solutions that enable them to better cope with their changed reality.

Supporting your customers in a situation that evolves daily requires deep insight into the challenges they face. And being able to move fast to address them.

Our Advice

1. Utilize your ecosystem to co-create and drive innovative thinking to enable you to quickly adapt your current product and services to support your changing customer needs.
2. Identify how employees are getting the support they need, the channels they are using and where current silos exist. To quickly identify what is preventing your employees from being supported quickly and effectively anytime and anywhere.
3. Leverage your partner networks, and work with your competitors to see how together you can support your customers' needs.



3. Thriving in the New Normal

Once you've addressed the immediate challenges it's time to start thinking about how you prepare your organization for the after effects.

With huge, sustained disruption to people, supply chains and markets we can expect a different normal post COVID19. One where organizations will need to be more decisive, agile and customer-focused to thrive.

Our Advice

1. Assess your readiness to cope with the new normal, do you have the right culture, skills, ways of working needed to operate effectively and move at the pace needed to cope with the increased uncertainty.
2. Understand your core strengths and review how you can best utilize these to help your customers address the new normal they are now operating in.
3. Review your ways of working to see if there are things you can change to take advantage of people's changed perceptions of working remotely to drive a more engaged workforce.



These services assess your readiness, provide helpful guidance and initiatives, and look at the long-term impacts so your workforce can work safely and your organization can thrive.

1. **Rapid Assessment:** Our experts assess your workforce, taking into account your work styles, infrastructure, customer needs and culture. We'll look at how work gets done, who does it, where and if this can be done remotely. This will assess your readiness. We'll provide our unique visual map showing the activities needed to address any gaps and a clear plan of action.



2. **Ideation:** We help you see your customers' challenges in a new light. We do this with something we call our Human Experience Design method. It's about finding the most innovative use of technology to serve your customers at this time.



3. **Rapid Remote Working and Collaboration Solutions:** We have a range of cloud-based remote working and productivity solutions. These include up-skilling, which we can deploy in a matter of days and empowering your workforce in effective remote working.



4. **Workforce Enablement:** We provide you with a complete assessment of your workforce and help you build a plan for new ways of working. This will help your workforce be more agile, creative and have the right digital skills needed to support your customers in these uncertain times. So they can be their brilliant best.



If you'd like to talk to us about these assessments or any of the issues in this eBook, please contact:

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