



Best Practices during COVID-19 & beyond

GET FIT AND REINVENT



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Immediate Challenges:

- Adapting to WFH
- Data Security
- Customer Engagement / Protection
- Employee Engagement & Motivation
- Demand Uncertainty



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Getting Fit:

- Zoom Video Conference, RDPN through VPN Gateway
- Limited folder access, Disabling the copy/paste option, USB port and task manager using Active directory
- Engaging Customers through Social Media Messages & KAM
- Dashboard Review & Upskilling through Training
- Lean manufacturing, Vendor Engagement & Process Standardization



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Reinventing Ourselves:

- Think Thank Group / Nerve Center
- Implementation of Data Security Software and Operational Risk Management
- Digital innovation – Chatbot, Inside Sales, Extending CRM automation
- Implementing Performance Management System, KRA's & KPI's
- Flexible Manufacturing / Smart Factory