

# IT solutions & services for times of crisis

Ten concepts that help immediately







## 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.de/en/remotework](http://www. adesso.de/en/remotework)



## SECURING THE IT OPERATION



### EVEN WHEN THINGS GET TOUGH: EVERYTHING CONTINUES TO RUN RELIABLY

Employees are absent or withdrawn on short notice, development projects are stopped or the demands on the infrastructure increase rapidly; the current crisis can quickly have a negative impact on IT operations. Nevertheless, those responsible must maintain all important processes. **Securing operations and reliable access to the applications used are particularly important now.** To ensure that nothing comes to a complete standstill, our experienced employees rely on standardised and proven processes. In this way you remain capable of acting at short notice - despite unforeseen events.

Here you can read more about the topic:  
[www.adesso.de/en/itsupport](http://www.adesso.de/en/itsupport)



## 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.de/en/cloud](http://www. adesso.de/en/cloud)

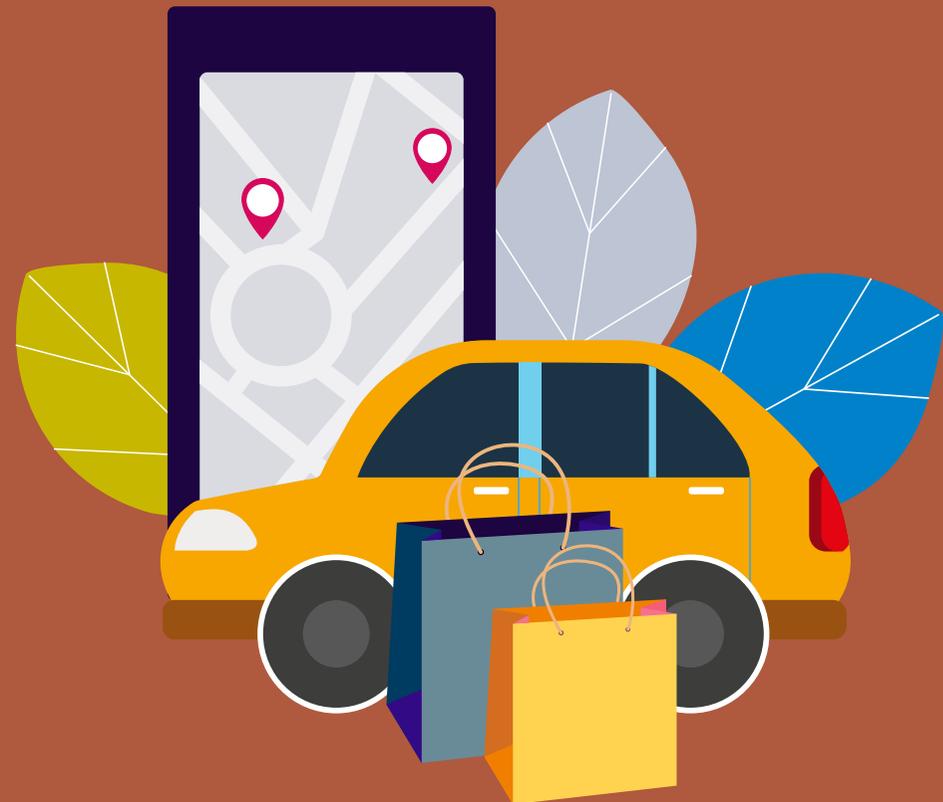


## FASTLAUNCH E-COMMERCE

### CREATE A STORE THAT IS ACCESSIBLE 24/7 - WITHOUT CUSTOMERS HAVING TO ENTER IT

Retailers who have so far primarily relied on shops are currently facing particular problems. If the central sales channel is no longer available, alternatives must be found quickly. **Proven process models, scalable platforms and our experienced consultants make sure that you get your product range online in a short time.** We integrate the selection, ordering, payment and fulfillment processes that match your requirements - all within days.

Here you can read more about the topic:  
[www.adeso.de/en/onlineshopsolutions](http://www.adeso.de/en/onlineshopsolutions)







# 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 home-work and data access from the outside.



Here you can read more about the topic:  
[www. adesso.de/en/bcm](http://www. adesso.de/en/bcm)



## FURTHER TRAINING AND QUALIFYING

### PREPARING EMPLOYEES TO DEAL WITH URGENT ISSUES - ONLINE TRAINING FOR MULTIPLIERS

Right now is the right time to make employees fit for the future. **Once the crisis is over, topics such as digital transformation will play a completely different role.** Many companies are currently experiencing first-hand how important digital processes and competent employees are. Our training program teaches modern technologies, methods and industry-related topics - from Artificial Intelligence to the Internet of Things. Successful participants then pass on these topics to their organisations.



Here you can read more about the topic:  
[www.adesso.de/en/employeetraining](http://www.adesso.de/en/employeetraining)



## 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.de/en/customercontact](http://www.adesso.de/en/customercontact)



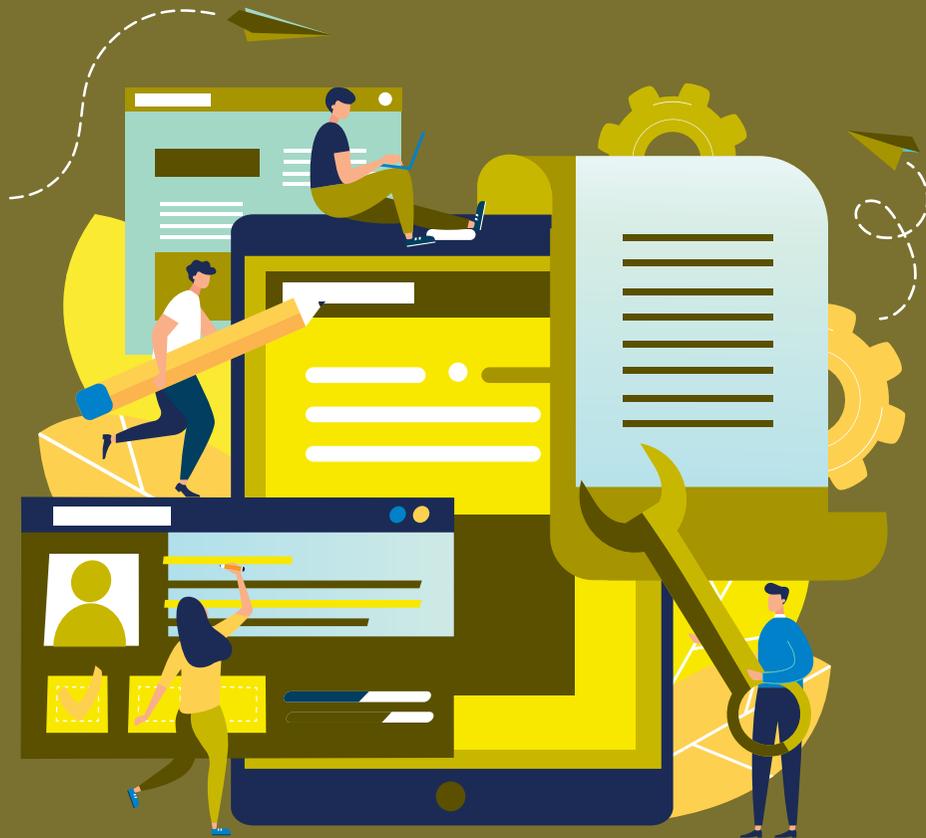


## DIGITAL TOOLS IN CUSTOMER CONTACT

### CHATBOTS AND TELEPHONE OFFERS REDUCE THE LOAD ON CUSTOMER SERVICE - WHITHOUT 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.de/en/chatbots](http://www. adesso.de/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.de/en/forecasts](http://www.adesso.de/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.de/en/remotelR](http://www.adesso.de/en/remotelR)

[www.adesso.de/en/goforward](http://www.adesso.de/en/goforward)



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