



COVID-19: Managing Technology Resiliency

BIM Group | BIM Consulting

Our thoughts and insight into tackling COVID-19 with the use of technology.



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A Member of





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Our Perspective on transforming businesses into a technologically enabled organization.





A look into the present and the future

Questions we need to address

Mankind has always been resilient, for thousands of years disaster after disaster has struck but we have evolved and adapted to be where we are now. So what are the next steps in our continuing “evolution”?



How did we get here?

With incredible advancements in technology and medicine in the past decade, a majority of the world never foresaw such a global disruption of this scale. Lack of awareness and oversight has led to a downward spiral of the economy in every corner of the world

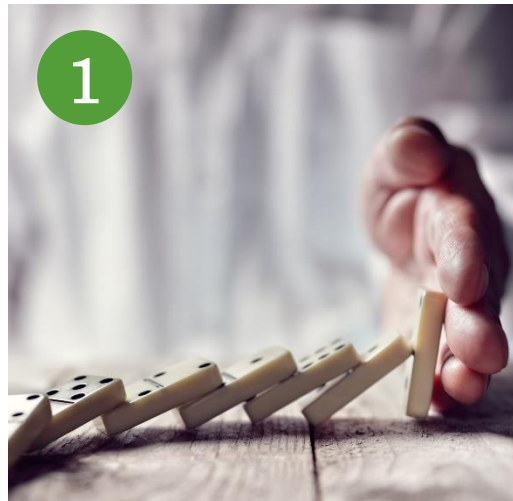


Where do we go from here?

The one silver lining from this global pandemic is the realization that we do have the required technology to move forward. Its only a matter of adapting to a digitally enabled working environment.

Steps to Enable Technological Resiliency

Prepare for the new digital reality by blending people and technology.



1

Planning

Organizations were caught off guard due to the lack of a well-defined strategy and planning.



2

Adopt the Technology

Organizations still have many systems that do not talk to each other. Adopting the right technology is key to promoting a collaborative work environment



3

Train your people

Employees lack experience and the necessary training to be able to fully adjust and utilize the technology.



Planning

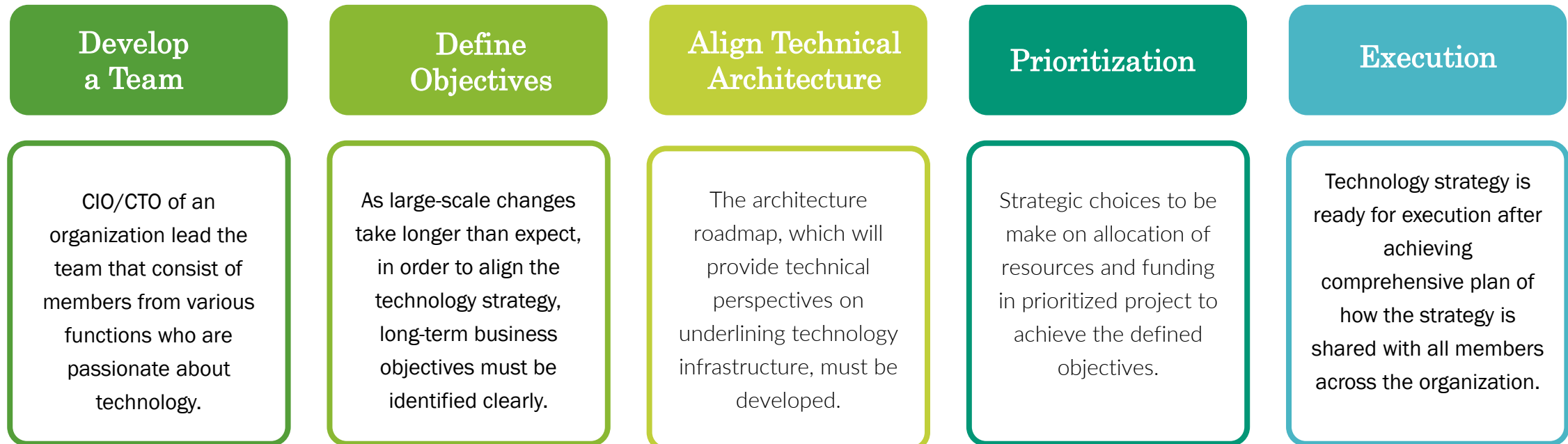
Having a well-defined plan or strategy is key to managing your technology resiliency.



- Technology helps build resilience and support business continuity. Having the right **technology strategy** saves time and money.
- Technology Strategy impacts budget allocations, operational procedures, responsibilities in relation to business objectives, and day-to-day functions.

The profound impact of organization's success and failure can be relied on technology adoption and implementation timing.

Implementing a Technology Strategy





In Financial Institutions, Information Technology is more than a core supporting function but become key enabler for business strategies and objectives.

FIs are deploying more advanced technology and online systems to keep pace with the needs and preferences of IT-savvy consumers.

The MAS's Technology Risk Management Guidelines (TRMG) set out risk management principles and best practice standards for FIs to help enhancing system security, resiliency, reliability and recoverability.

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Technology Resilience Planning Process



Awareness

To have the knowledge of basic operational business requirements, dependencies on technology, criticality of technology components, recovery requirements and impact on business of the disruptions etc.

Protection

Mitigate the risk of system failure by avoiding single points of failure.

Discovery

Effective alerts enable understanding to address the problems when a failure occurs before they result in severe disruption.

Preparedness

Specific action steps and plans are in place to respond to the incident at a moment's notice

Recovery

Having effective and tested recovery helps in returning the services and operations to business as usual state within a defined timescale.

Review and Assessment

Post-incident reviews help understand the root causes of the disruptions and enable to address the potential issues that helps mitigate the risk of severe disruptions occurring again

Improvement

Continuously refine business continuity plans, improve systems and increase resilience with the gained knowledge from the above steps.



Adopt the Technology

Working remotely or collaboratively as a team is impossible without the right technologies in place.



Keeping your technology ready for the new business as normal

As COVID-19 highlights the urgent need for resilience and digital capabilities, businesses must respond to sudden and significant changes.

Business expectations for employees and customers are changing strikingly, therefore it is necessary to adapt to a new reality.

These 3 are the key to competitiveness in the future:

- 1) Focus on the results
- 2) Ways of working that is new
- 3) Perceptive application of digital and technology





Digitally mature companies

Digitally mature companies spark innovation, efficiency, growth in technologies and have better rapid changes in business visibility. They combine human and technical capabilities to achieve superior results.

The following key factors can be used to approach digital maturity:

- Ensure business continuity
- Reset the investment portfolio
- Future-proof the tech function
- Build adaptable data and digital platforms

*Source: BCG

Ensure Business Continuity Management

- Technology acts as a link between business continuity and new **digital-first** approaches
- Adapt core infrastructure to support digital collaboration and facilitates remote working style to improve communication

Reset the Investment Portfolio

- **Focus on highly valuable digital projects that generate cash flow and growth**
- Stop the project if it doesn't generate real business value and future operating cost can't be reduced
- Pay attention to projects that support remote work while complying with latest cyber security standards
- If business-critical projects do not remain critical anymore, consider ways to adjust them

Future-proof the Tech Functions

- **Pivot** existing talent plans to focus on future capabilities, reduce costs and support business strategies
- **Accelerate** collaboration-ready infrastructure and efforts that build key skills, capacity, efficiencies
- **Stop** tech workforce do not generate independent value

Build Scalable and Adaptable Data and Digital Platforms

- Enhancing agility and data-driven decision making give you greater visibility and insight into your customers and processes
- As a result, you can respond to changing situations faster

*Source: BCG

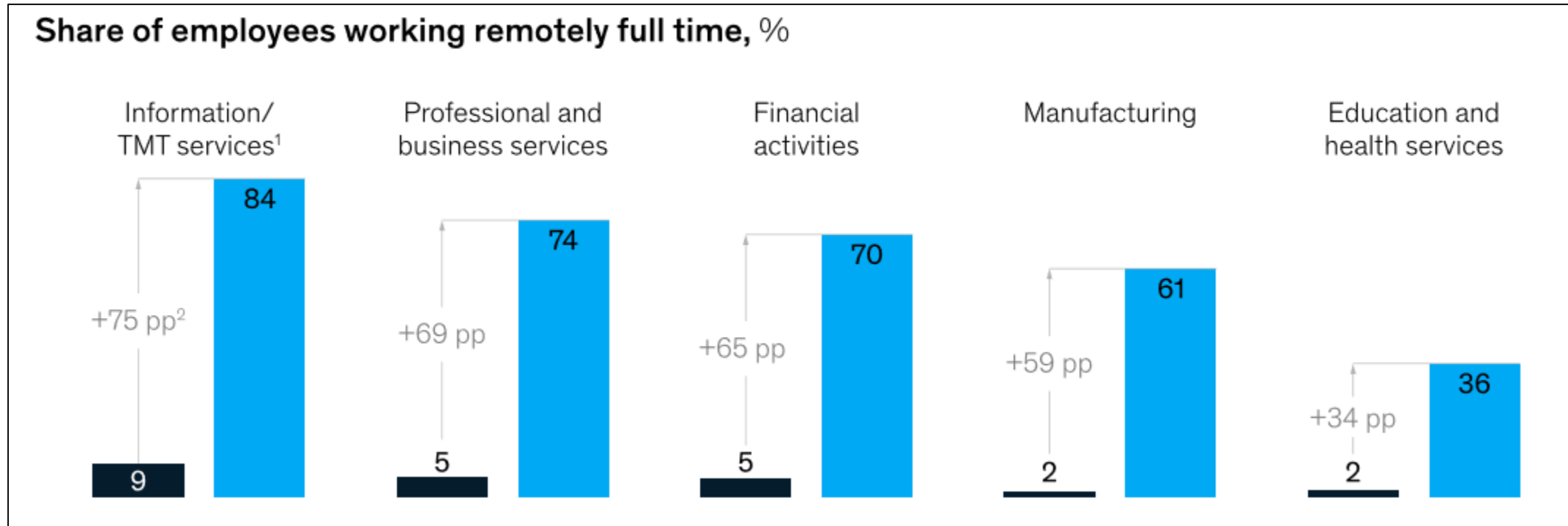


Train your people

With the technologies in place, your people now need to learn how to fully utilize their capabilities.

3

The number of employees who work remotely have drastically increased during lockdowns



*Source: McKinsey Digital

According to an article by McKinsey, the number of remotely working employees will remain higher even after the COVID-19 crisis. This indicates that a change in the way we work is inevitable, and it is necessary to properly train our people to adapt to a changing landscape.

Preparing your workforce can be crucial during a crisis

- Even with the right technologies in place, the people are ultimately the ones who will have to use them.
- Many organizations have already started digital transformation journeys to streamline and improve their business processes. A slight tweak to that will allow businesses to prepare their technology to accommodate business continuity.
- By conducting trainings, you can upskill your workforce to have the skills to use the technology and adapt to change without disrupting the level of productivity during a crisis.



- Trainings for your workforce must encompass more than just the technical skills required to handle technology.
- The current pandemic has highlighted that employees everywhere are not equipped to adapt to a sudden “work-from-home” culture spanning weeks and months.
- As employees learn how to adapt to rapid change, organizations are required to accommodate their workforce with relevant activities and roles



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This dynamic is about more than remote working—or the role of automation and AI. It’s about how leaders can reskill and upskill the workforce to deliver new business models in the post-pandemic era.

MCKINSEY & CO.

To emerge stronger from the COVID-19 crisis, companies should start reskilling their workforces now, 2020

SUMMARY

In a crisis like COVID-19, resiliency is a business need and a strategic weapon sustained by digital capabilities.

Even after the crisis, uncertainty will remain still, but you can be prepared and respond quickly in any situation that may arise



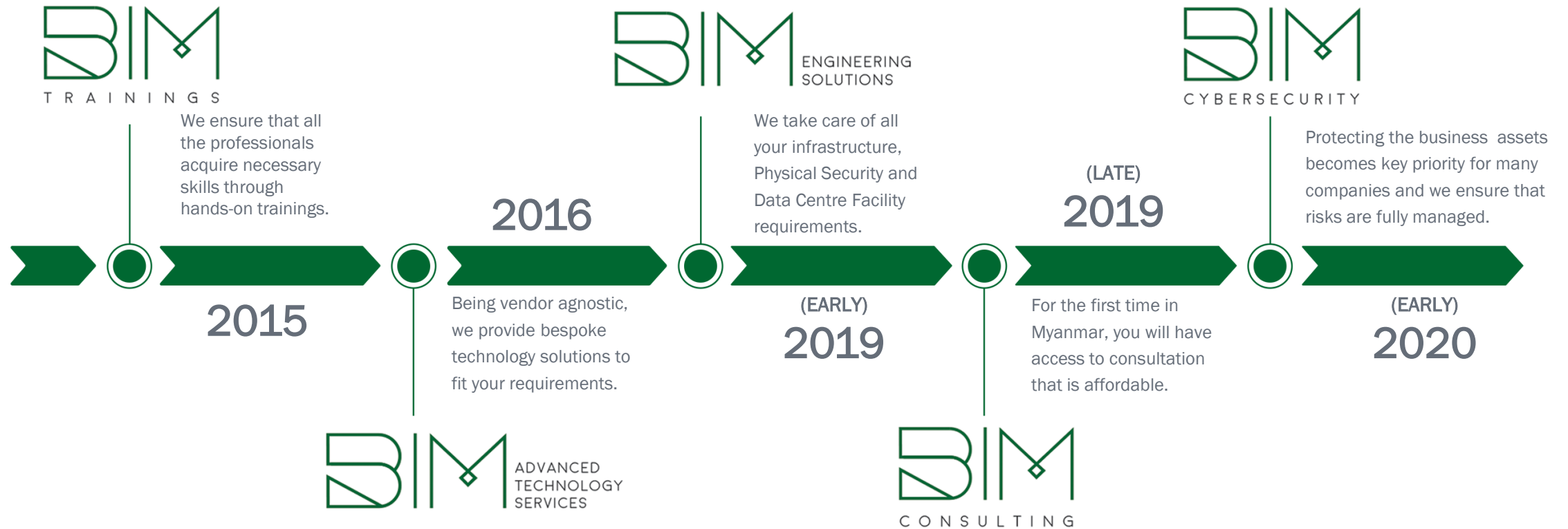
The logo for BIM Group of Companies features the letters 'BIM' in a stylized, green, outlined font. The 'B' is composed of two rounded shapes, the 'I' is a simple vertical line, and the 'M' is formed by two vertical lines and a central diamond shape.

GROUP OF COMPANIES

Thank you

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Who We Are

BIM Group of Companies



“We truly believe in building a long-lasting business partnership with you”

BIM Group believes transforming Myanmar is only possible by starting with upskilling the people, building trust in the business processes and investing in the technology aligning with business strategy and aspirations to become successful.

VISION

Transforming Myanmar through the use of innovative digital technologies.



MISSION

Become the Business and Technology Partner to transform businesses while providing comprehensive solutions to solve the today and tomorrow's biggest Challenges.

CORE VALUES

Commitment to Customer

We are obsessed with Customer's Success

Commitment to Partners

We strive to be the value partner for our suppliers and win together

Be humble

We learn to take nothing for granted



We have demonstrated competency in the following areas as a Microsoft Partner

- Gold Messaging
- Gold Datacenter
- Gold Cloud Platform
- Gold Cloud Productivity
- Gold Collaboration and Content
- Gold Small and Midmarket Cloud Solutions
- Silver Application Development
- Silver Security



OUR BUSINESS UNITS



BIM Consulting

- Business and Digital Strategy
- Board and C-Level Advisory
- Transformation and Programme Management
- Business Continuity Planning (BCP)



BIM Advanced Technology Services

- Network, Systems and Cloud Solutions
- ERP, CRM & Business Applications
- Technology Managed Services



BIM Engineering Solutions

- ELV, M&E, HVAC, BMS & Smart Home Solutions
- Structured Cabling & Datacenter Facilities Solutions



BIM Cybersecurity

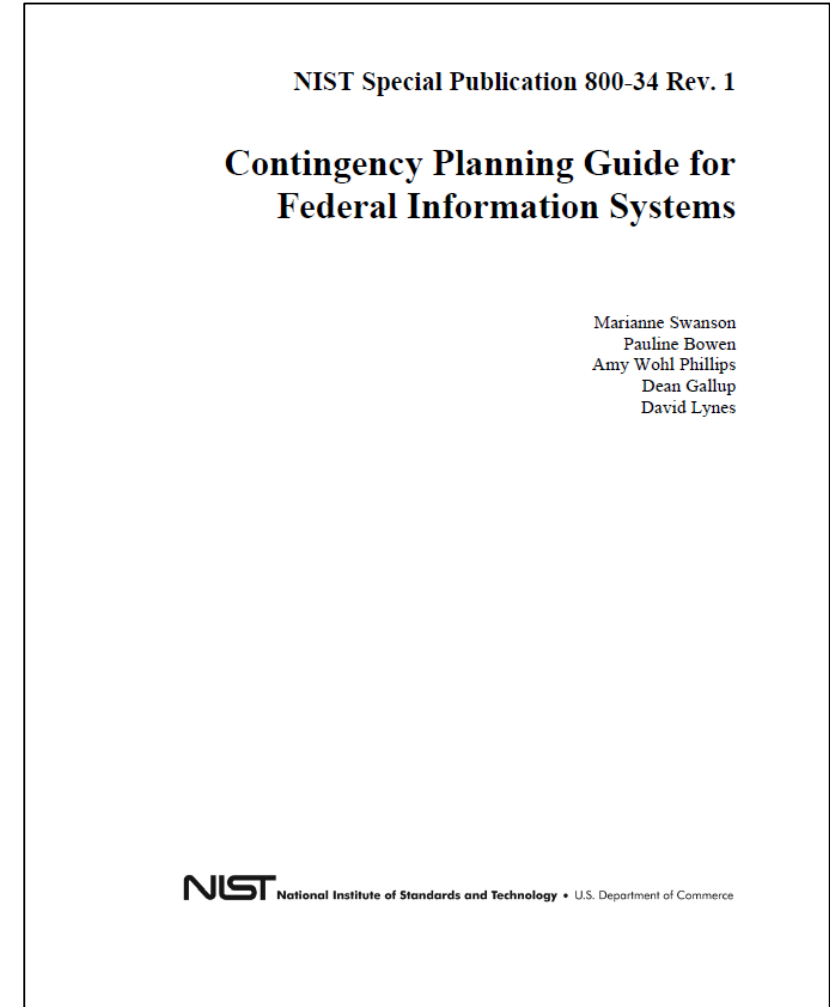
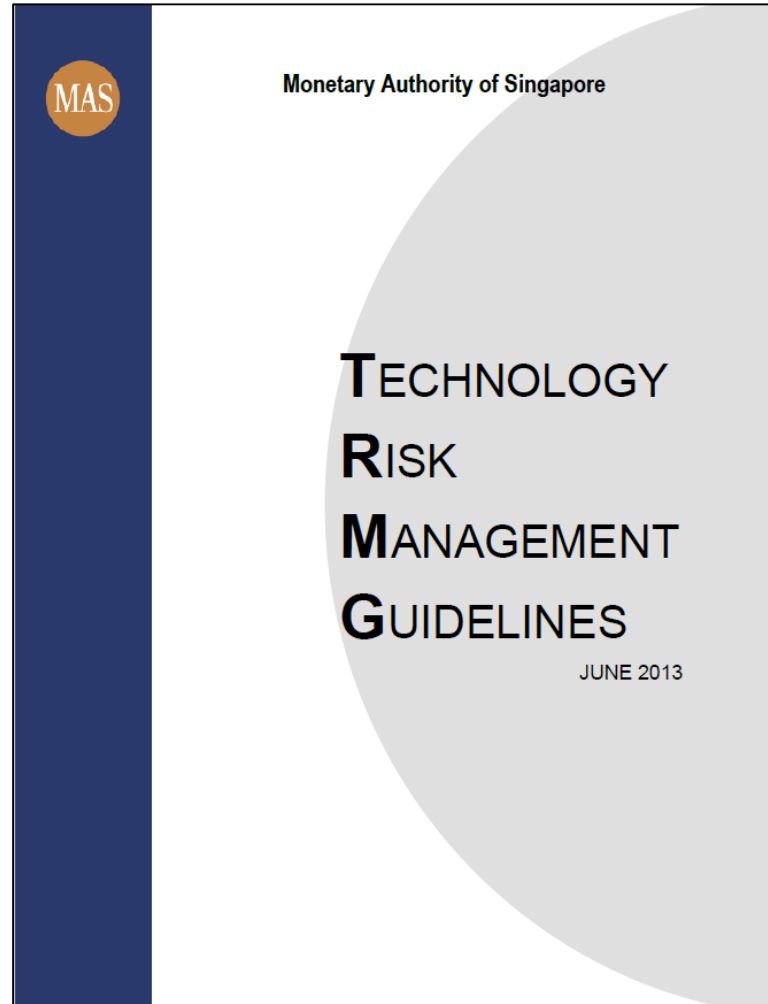
- Managed Security Services
- Penetration Testing and Vulnerability Management
- Technology Due Diligence



BIM Trainings

- Business, IT & Engineering Professional Trainings

BIM can enable your organization with Business Continuity Management (BCM) using best-in-class BCM frameworks





A look into the present and the future

Understanding the current situation is key to moving forward.

