

COVID-19: Crisis management for digital employees



The COVID-19 global pandemic has reached a critical phase where events are unfolding with astounding speed, and the picture is changing on a daily basis. This has fundamentally changed business models from being office-centric to widely dispersed, decentralized models which has added further stress on the economy and has resulted in organizations scrambling to share information with their teams, customers and vendors. In today's highly transparent knowledge economy, an organization's success is being measured internally and externally by their ability to effectively gather, analyze and disseminate information to all business stakeholders as efficiently as possible. In order to help support organizations who are looking for ways to rapidly deploy tools and adapt in real time, we are working closely with our global and Canadian member firm alliance partner, Microsoft.

Being vigilant about employee matters during a crisis

As organizations attempt to "flatten the curve" within their workforces by practicing social distancing, yours may be one of many experiencing challenges when attempting to:

- Engage with, and provide critical information, to your employees and other stakeholders
- Transition and enable employees to work and collaborate remotely, especially those who are currently abroad and are delayed travelling back to Canada
- Manage workflows and resourcing effectively if employees become ill
- Convert in-person training, meetings and events/conferences to virtual programs

In an effort to support organizations and help their employees navigate this pandemic, Microsoft is offering a free 6-month **Office 365 E1** trial, including **Microsoft Teams**. Teams is a unified communication and collaboration platform which offers key tools for employees to effectively work remotely, share and collaborate on documents, and host meetings and calls.

Microsoft Office 365 with Teams offers key tools for working remotely

1. Team chat and bots

Businesses can easily provide critical information to their employees via the web and mobile apps. Leaders can also provide daily updates regarding COVID-19, workplace recommendations, and collect updates during these dynamic situations.

Leaders, Managers and HR teams can triage different

conversations into multiple cohorts or topics and channels, allowing for organized streams of communication and to ensure employees are connected, engaged, and are able to communicate any issues they're experiencing.

Organizations can also configure bots with multiple functionalities, including answering top-of-mind questions for employees, taking notes, and interactive bots to keep teams motivated and mentally healthy as they move to more isolated work environments due to COVID-19.

2. Share and collaborate on files

Office 365 E1 provides all employees with 1TB of protected, personal cloud storage for all their data. Cohorts can host files locally within the Teams and seamlessly collaborate in real-time across the suite of Office 365 applications (Word, Excel, PowerPoint, etc.). This is especially useful if employees become ill and leaders have to reassign work and projects to other team members.

3. Video / audio conferencing and meetings

Teams has integrated HD video and phone conferencing for up to 10,000 attendees. For organizations transitioning in-person events to virtual programs due to COVID-19, they can create web conferences in Teams accessible to both internal and external attendees through web and mobile.

4. Connectors and automation

Organizations can integrate a diverse suite of applications into Teams, as well as create automated workflows across apps and services to keep cohorts organized.

If you have any questions relating to implementing Microsoft Office 365 and Teams, please contact us.

Why us?

Understanding your organization's issues and developing comprehensive solutions is what our team does. We work with you to understand your workforce and IT systems and to address obstacles and pain points.

KPMG in Canada's Microsoft Services practice can help you respond to the change of remote work with Office 365 and Teams through the following areas:

- Platform configuration
- Governance strategy
- End user training
- Administrative training
- Security planning
- Change management
- Adoption

Contact us

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