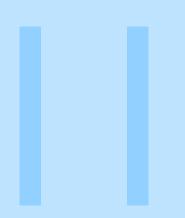
OFFERINGS FOR THE POST COVID-19 ERA: LEGAL PROCESS MANAGEMENT







The 2019–2020 Covid-19 outbreak and its subsequent impact on the world economy has resulted in unprecedented challenges to businesses. These include shrinking revenues, widening fiscal deficits, contraction in global markets, reduced consumer demand, and so on. Some experts believe that the economic disruption caused by Covid-19 could far exceed that of the 2008 recession. This crisis is an opportunity for businesses to reset their business models and deliver newer, resilient ones for the future.

While it's undeniable that every sector will be impacted, the severity of the impact will vary. For instance, banking and financial services and global shipping and tourism sectors will be highly impacted due to factors such as shifting fiscal dynamics and fall in consumer footfalls. The impact will be moderate on media and oil and gas sectors and less on telecom and pharma sectors as the services delivered by them are considered as essential. Moody's has provided a Covid-19 impact heat map that identifies specific industries as highly exposed, moderately exposed, and minimally exposed to the pandemic.

Infosys BPM's Legal Process Management (LPM) function offers pan-industry as well as industry-specific solutions for businesses that operate in the high, moderate, and low impact sectors. Our deep domain legal expertise, combined with advanced machine learning (ML) techniques to derive insights from contracts and legal documents, enables businesses in their end-to-end legal processes and delivers results.

Let's examine the impact on legal process management and how Infosys BPM can mitigate the challenges arising from such a crisis.

Highly impacted sectors	Nature of impact
Apparel	Force majeure clauses.
Automotive manufacturers	Contractual compliances — force majeure related clauses.
Automotive suppliers	Supply chain disruption.
Consumer durables	Additional cost of operations.
Gaming	Regulatory compliance.
Lodging/leisure/tourism	Re-assessing contracts.
Passenger airlines	Impact on deliverables and milestones.
Retail (non-food)	Disclosures under listing obligations.
Global shipping	Employment and labour laws exemption.
Oil and gas/oilfield services	
Manufacturing	

Source: Moody's

What Infosys BPM Can Do?

Infosys BPM can mitigate the risks and overall impact in highly impacted sectors with the following pan-industry solutions:

- Performing contract review and analysis as well as re-assessing the contracts to understand the extent of their rights, remedies, and obligations with respect to business partners.
- Review contract terms for alternative means for discharging performance of the contract.
- Review impact of data privacy and confidentiality clauses. Interpreting the latest federal, state, and local laws and regulations.

Infosys BPM can mitigate the risks and overall impact in highly impacted sectors with the following industry- specific solutions:

 Infosys Nia Contract Analysis (CA), an Al offering (with LPM legal professionals) that leverages advanced machine learning techniques to assist customers across industries derive insights from their contracts and legal documents.



Moderately impacted sectors	Nature of impact
Beverages	Force majeure clauses.
Chemicals	Remote working — cyber vulnerabilities.
• Media	Business continuity.
Metals and Mining	Renegotiating the terms, goods/services/performances and
Agriculture	pricing.
Service companies	Workplace health and safety.
Steel producers	Loss of goodwill or brand reputation.
Technology and hardware	Privacy and confidentiality clauses.
Construction material	

Source: Moody's

What Infosys BPM Can Do?

Infosys BPM can mitigate the risks and overall impact in moderately impacted sectors with the following pan-industry solutions:

- Use business intelligence to renegotiate the terms, goods/services, and pricing.
- Identify potential remedies to nonperformance.
- Research on multiple regulatory agencies and governing bodies as they would revise requirements.
- Support in creation of playbooks for commercial and legal terms.

Infosys BPM can mitigate the risks and overall impact in moderately impacted sectors with the following industry-specific solutions:

- Contract management solution for services and Al-based services.
- Insight on data privacy and confidentiality.
- Legal research and compliance.



Minimally impacted sectors	Nature of impact
Defense	Force majeure clauses.
Rental	Damages and compensation.
Packaging	Potential impact on to non-performance.
Pharmaceuticals	Unavailability or shortage of materials and workers.
Real estate	Changes in Standing Orders Act.
Food/food retail	Relaxation under various labour laws.
Telecom	
Waste management	

Source: Moody's

What Infosys BPM Can Do?

Infosys BPM can mitigate the risks and overall impact in minimally impacted sectors with the following pan-industry solutions:

- Research on multiple regulatory
 agencies and governing bodies as they
 would revise requirements.
- Capturing regulatory and contractual obligations.
- Guidance on changes in employment and labour ordinances.

Infosys BPM can mitigate the risks and overall impact in minimally impacted sectors with the following industry-specific solutions:

- Contract management solution for services and Al-based services.
- Legal research and compliance.
- Insight on data privacy and confidentiality issues.

Conclusion

The extent of the economic losses caused by Covid-19 pandemic is yet to be fully understood. Businesses across several sectors are staring at losses and revenue depletion and hope to kick-start their operations once the pandemic subsides. Infosys BPM is committed to aid global businesses in such challenging times and to enable them in emerging successfully. We have held on to our values of customer centricity through many years of impactful client engagements.



If you wish to learn about how we can make a difference in your business, please reach out to us at InfosysBPM@infosys.com.



For more information, contact infosysbpm@infosys.com

© 2020 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.

