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COVID-19  
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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 Human Resources Outsourcing (HRO) 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 expertise in human resources, combined with years of

widespread experience, enables businesses in their end-to-end human resource requirements and delivers results.

Let's examine the impact on human resources outsourcing function and how Infosys BPM can mitigate the challenges arising from such a crisis

Highly impacted sectors	Nature of impact
<ul style="list-style-type: none"> <li>• Apparel</li> <li>• Automotive manufacturers</li> <li>• Automotive suppliers</li> <li>• Consumer durables</li> <li>• Gaming</li> <li>• Lodging/leisure/tourism</li> <li>• Passenger airlines</li> <li>• Retail (non-food)</li> <li>• Global shipping</li> </ul>	<ul style="list-style-type: none"> <li>• Demand side — weakening to no demand.</li> <li>• Changes in HR work culture — more remote operations.</li> <li>• People ramp down — manufacturing setups shut or partially open.</li> <li>• High demand for employee engagement.</li> </ul>

Source: Moody's

## What Infosys BPM Can Do?

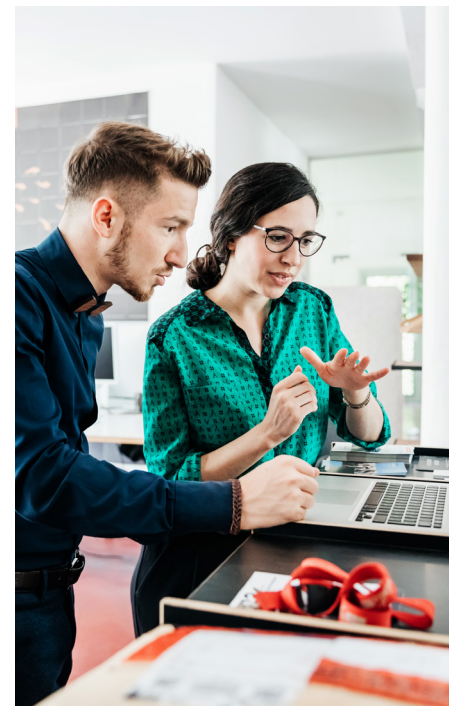
Infosys BPM can mitigate the risks and overall impact in highly impacted sectors with the following pan-industry solutions:

- Digital intervention through point solutions (portals and chatbots) to enable efficient remote working.
- Workflow and BPM tools to manage employee queries.
- Online learning through customised platform, digitisation of classroom training content, and delivery of webinars.
- Shared services operations to manage HR transactions and employee helpdesk from locations with minimal Covid-19 effect.

- Operational and behavioral analytics to provide customised reports to the business leaders for informed decision making during critical times.

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

- Contract staff hiring support through shared resource model in manufacturing/retail functions.



Moderately impacted sectors	Nature of impact
<ul style="list-style-type: none"> <li>• Beverages</li> <li>• Chemicals</li> <li>• Manufacturing</li> <li>• Media</li> <li>• Metals and Mining</li> <li>• Oil and gas/oilfield services</li> <li>• Property developers (China)</li> <li>• Agriculture</li> <li>• Service companies</li> <li>• Steel producers</li> <li>• Technology and hardware</li> </ul>	<ul style="list-style-type: none"> <li>• Change in labour work hours — more variable shifts.</li> <li>• Increase in demand for remote support.</li> <li>• Space utilisation to move from fixed to variable/rental/on-demand basis.</li> <li>• Media content generation to be crowdsourced.</li> </ul>

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:

- Dynamic employee portal with integrated helpdesk (chat, self-service facility) to manage spike in employee queries.
- App-based tool to perform workforce planning.
- Operating cost models that include process as a service /BPaaS.
- People analytics for better control over business.

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

- App and self-certification-based time and attendance/payroll.
- App-based crowdsourced solution for learning content.
- App-based recruitment support for the food industry.



Minimally impacted sectors	Nature of impact
<ul style="list-style-type: none"> <li>• Construction material</li> <li>• Defense</li> <li>• Equipment and transportation</li> <li>• Rental</li> <li>• Packaging</li> <li>• Pharmaceuticals</li> <li>• Real estate</li> <li>• Food/food retail</li> <li>• Telecom</li> <li>• Waste management</li> </ul>	<ul style="list-style-type: none"> <li>• Maintaining and checking SG&amp;A expenses and margins.</li> <li>• Periodic surge/spike in demand, with support functions to be available at short notice to service such demands.</li> <li>• Mode of delivery to shift from 'in-person' to 'remote', e.g., groceries and consumables.</li> </ul>

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:

- Offering HRO BPM services to maintain edge on SG&A expenses and margins.

- Build Ulrich operating model for customers to minimise any impact.
- On-demand resource utilisation through a shared model.

Infosys BPM can mitigate the risks and overall impact in minimally impacted

sectors with the following industry-specific solutions:

- App and self-certification-based time and attendance/payroll.
- App-based crowdsourced solution for learning content.

## 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](mailto:InfosysBPM@infosys.com).

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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