

# 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
<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> <li>• Oil and gas/oilfield services</li> <li>• Manufacturing</li> </ul>	<ul style="list-style-type: none"> <li>• Force majeure clauses.</li> <li>• Contractual compliances — force majeure related clauses.</li> <li>• Supply chain disruption.</li> <li>• Additional cost of operations.</li> <li>• Regulatory compliance.</li> <li>• Re-assessing contracts.</li> <li>• Impact on deliverables and milestones.</li> <li>• Disclosures under listing obligations.</li> <li>• Employment and labour laws exemption.</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:

- 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 AI 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
<ul style="list-style-type: none"> <li>• Beverages</li> <li>• Chemicals</li> <li>• Media</li> <li>• Metals and Mining</li> <li>• Agriculture</li> <li>• Service companies</li> <li>• Steel producers</li> <li>• Technology and hardware</li> <li>• Construction material</li> </ul>	<ul style="list-style-type: none"> <li>• Force majeure clauses.</li> <li>• Remote working — cyber vulnerabilities.</li> <li>• Business continuity.</li> <li>• Renegotiating the terms, goods/services/performances and pricing.</li> <li>• Workplace health and safety.</li> <li>• Loss of goodwill or brand reputation.</li> <li>• Privacy and confidentiality clauses.</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:

- Use business intelligence to renegotiate the terms, goods/services, and pricing.
- Identify potential remedies to non-performance.
- 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 AI-based services.
- Insight on data privacy and confidentiality.
- Legal research and compliance.



Minimally impacted sectors	Nature of impact
<ul style="list-style-type: none"> <li>• Defense</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>• Force majeure clauses.</li> <li>• Damages and compensation.</li> <li>• Potential impact on to non-performance.</li> <li>• Unavailability or shortage of materials and workers.</li> <li>• Changes in Standing Orders Act.</li> <li>• Relaxation under various labour laws.</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:

- 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 AI-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](mailto:InfosysBPM@infosys.com).

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

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