

# Business as Usual (and Beyond) in Unusual Times

How Infosys BPM ensured successful implementation of business continuity plan for its client, a multinational tech giant, amidst the unprecedented times



## Achievements

8+ Lines of Business

7 Regional Centers

440k+ Transactions & Queries Completed

**\$18B+ Worth Revenue Processed**

0 Revenue Left on Table

100% Productivity

7 Languages

0 Dip in Performance

BAU Enablement

## Challenges

Data Privacy & Security

**COVID-19  
Outbreak**

System Setup for WFH

Lockdowns

High Risk Locations

Month / Quarter-End Close

Critical Business Requirements

# Infosys BPM Approach

500+ desktops, and 1270+ laptops, & dongles shipped to enable WFH for all employees

WFH acknowledgement signed by employees outlining confidentiality, privacy, etc.

Online trainings to ensure data privacy and security, and cross-training programs to leverage internal resources to mitigate any risks

Daily governance meetings, huddles with employees and managers

100+ training sessions delivered remotely to support transformation and continuous improvement initiatives

New individual productivity tool and online power app built locally

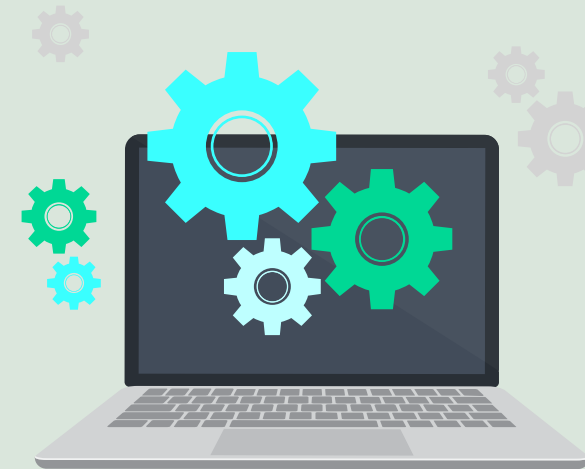
Internal cross-trained resources leveraged to mitigate any risk associated with the remotely trained new hires

Active organizational change management to support employees with the adjustment to WFH, supported by OCM training delivered to 50 Team Managers

~300 laptops provided by the client to facilitate WFH

*"...greatly appreciate the way Sanjay and his team partnered with us through such a challenging close period. Your executive support was also crucial to enabling the collective teams to position the teams well to deliver. We deeply appreciate ALL the MANY at Infosys did to support us and work side-by-side with us! THANK YOU!"*

**- Client Corporate VP**



**100%**  
SLA  
delivered

**80+**  
New employees hired  
& trained remotely

**100%**  
Employees  
enabled for WFH

**2000+**  
Employees signed WFH  
acknowledgement