COVID-19, DIGITAL AND THE NEW NORMAL

CONTENTS

COVID-19: SECTORS AND SERVICES AFFECTED

Impact on Individuals

- ✓ **Millions have lost their jobs.**
- ✓ **Many people still in jobs lack employment security.**
- ✓ **Physical & mental well being of individuals and families under strain.**
- ✓ **Exploitation by cyber criminals of insecure networks and human error.**
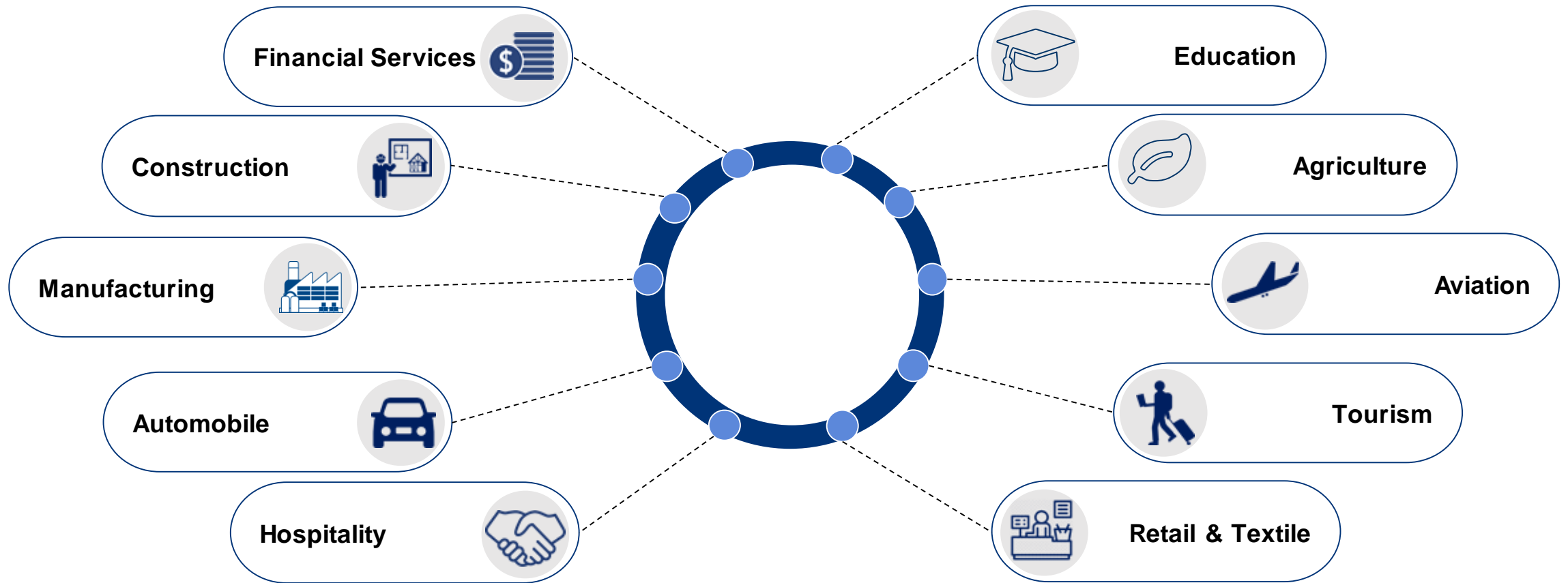- ✓ **The way the world lives its daily life has been impacted.**

Impact on Government

- ✓ **Global economic growth has slowed**
- ✓ **In some parts of the world, economic recession is likely.**
- ✓ **Government has stepped in to manage supply chains, health facilities and others in an unprecedented fashion**

Impact on Business

- ✓ **Many forced to close operations due to risk of virus spread and, later, social distancing measures**
- ✓ **Business stabilisation and sustainability has become a matter of concern.**
- ✓ **Sectors like Tourism, Aviation, Hospitality, Logistics are severely hit.**
- ✓ **Work from home has become the new norm.**

COVID19 - SECTORS AFFECTED

Financial Services

Construction

Manufacturing

Automobile

Hospitality

Education

Agriculture

Aviation

Tourism

Retail & Textile

BEYOND COVID19
THE NEW NORMAL

PATH TO NEW NORMAL- CORPORATES

The situation of Covid-19 outbreak and its impact is not just about **health – it will lead to fundamental shifts in entire economies**

The below are focus areas for corporates as they react to Covid-19 and prepare for business life after the pandemic.

Shift from offline channels to online ones

Reassess the business continuity plan

Reduce infrastructure costs

Upgrade the technology of internal operations

Establish a crisis response structure.

Strengthen remote working capabilities

Safeguard measures for lives and livelihoods

MAZARS AND
THE DIGITAL FUTURE

MANUFACTURING

Challenges

✓ Increasing operational challenges with disruption in supply chain and logistics, & dwindling inventories (as low as one month)

✓ Cost reduction initiatives may result in introduction of newer technology including 3-D printing, automation, usage of analytics products etc.

✓ Aggravated decline in industrial and automotive sales (>50% for APAC), coupled with production delays

Internet of Things
- Use of Sensors, Intelligent Devices
- Data collection, analysis to drive Artificial Intelligence based insight
- Predictive Analytics

Supply Chain
- Review of demand and supply plan
- Identify potential risks and impacts in supply chain
- Review contract terms
- Assist in mitigation: identify/ design new sources/ routes network/ logistics/ contracts
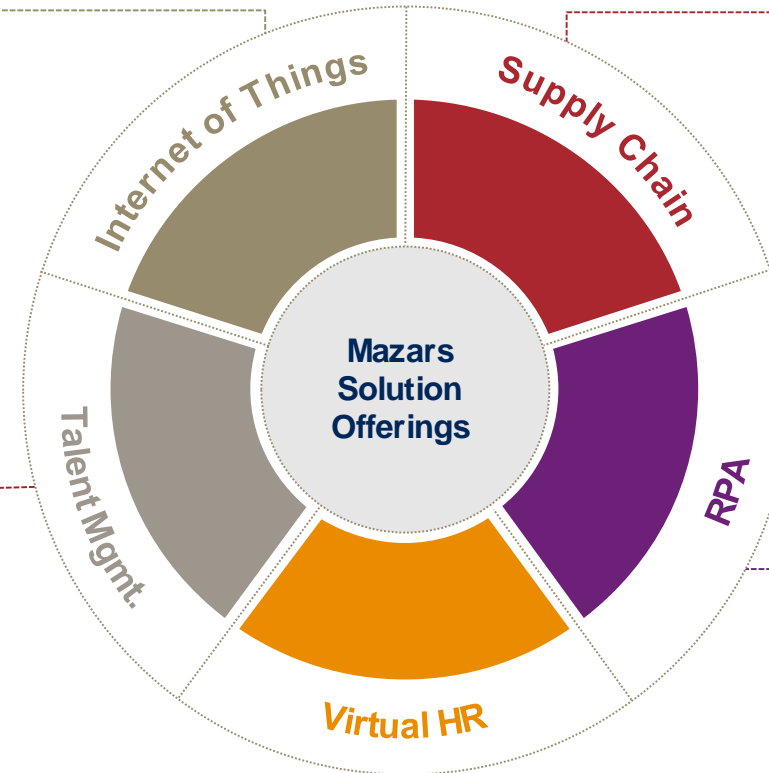- Establish governance, analytics and tracking in Supply chain

Talent Mgmt.
Digital finance learning academy
- Digital training framework along with training need assessment and execution
- Content creation through subject matter expert
- Scoring mechanism of measuring digital knowledge of employees

RPA
- Process automation – 'Procure to Pay', 'Order to Cash', 'Record to Report' functions
- RPA based Internal Audit

Virtual HR
- Automation in Employee life cycle management, Recruitment, Organization Mgmt. Learning & development, Compensation & Benefits
- Automation in Payroll and assist in Learning & Development, Performance Mgmt., compliance, administration & staff mgmt., audit, analytics & MIS
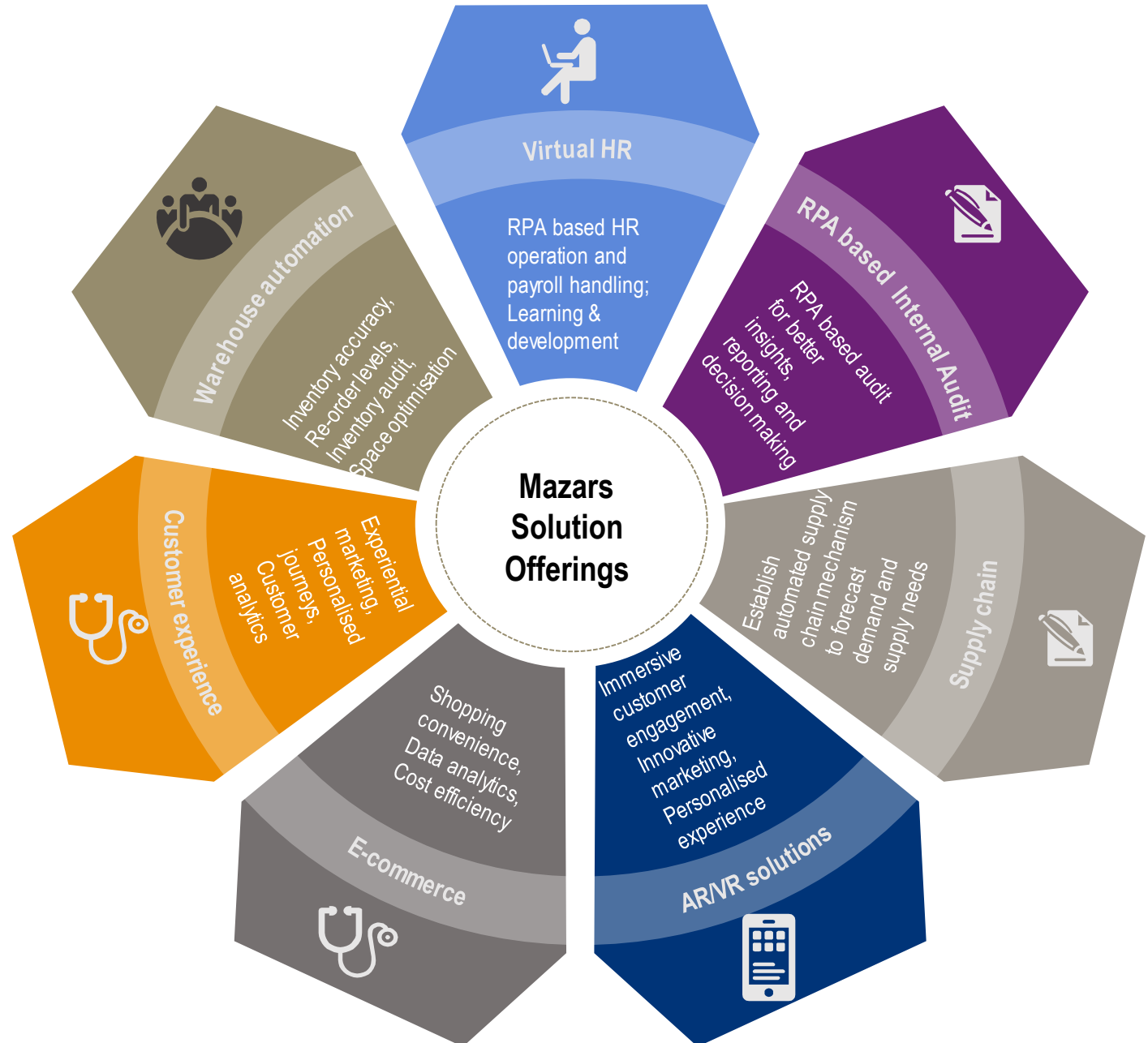
Mazars Solution Offerings
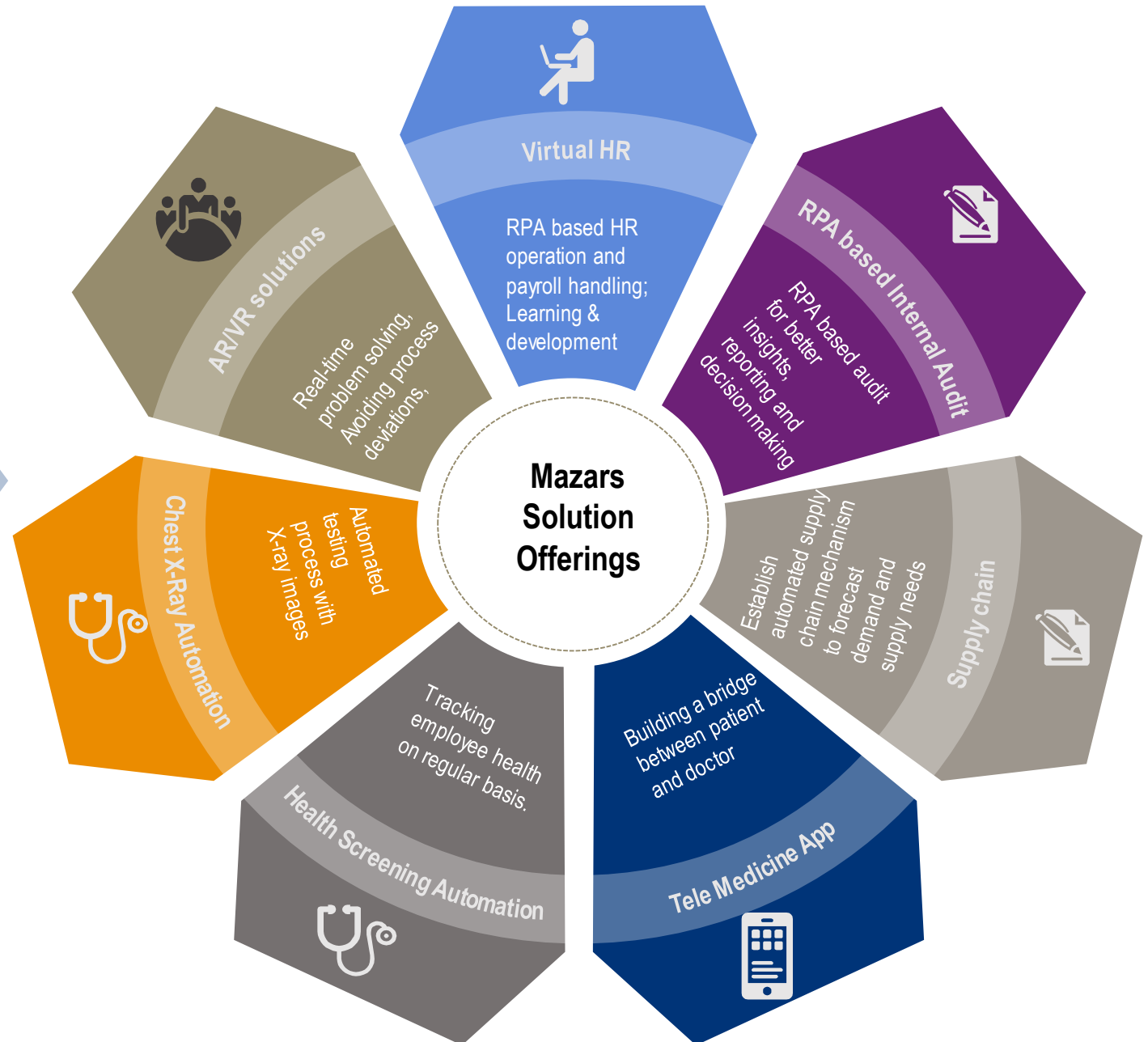
RETAIL, FMCG

Challenges

- ✓ Significantly impacted by the virus

- ✓ Long-term job cuts across the sector are possible

- ✓ The sector had, in many parts of the world, been grappling with profitability issues.

- ✓ Cash flow constraints looks to get aggravated further with the current crisis.

Mazars Solution Offerings

Virtual HR — RPA based HR operation and payroll handling; Learning & development

RPA based Internal Audit — RPA based audit for better insights, reporting and decision making

Supply chain — Establish automated supply chain mechanism to forecast demand and supply needs

AR/VR solutions — Immersive customer engagement, Innovative marketing, Personalised experience

E-commerce — Shopping convenience, Data analytics, Cost efficiency

Customer experience — Experiential marketing, Personalised journeys, Customer analytics

Warehouse automation — Inventory accuracy, Re-order levels, Inventory audit, Space optimisation

PHARMA, HEALTHCARE

Challenges

- ✓ Supply chain disruption
- ✓ Employee health & safety
- ✓ Managing talent in wake of labour shortages
- ✓ Diagnosis cycle times.
- ✓ Regular health monitoring of patients.
- ✓ Managing operation efficiency due to improper inventory management and increased production need.

Mazars Solution Offerings

Virtual HR
RPA based HR operation and payroll handling; Learning & development

RPA based Internal Audit
RPA based audit for better insights, reporting, and decision making

Supply chain
Establish automated supply chain mechanism to forecast demand and supply needs

Tele Medicine App
Building a bridge between patient and doctor

Health Screening Automation
Tracking employee health on regular basis.

Chest X-Ray Automation
Automated testing process with X-ray images

AR/VR solutions
Real-time problem solving, Avoiding process deviations,

HOSPITALITY

Challenges

- ✓ Significantly adverse Covid impact with huge strain on revenue

- ✓ Need to optimise operational, logistics costs

- ✓ Supply chain disruptions impacting seamless operations

- ✓ Need for enhanced focus on hygiene, sanitation measures

- Automated revenue management
- Data collection, analysis to drive Artificial Intelligence based insight
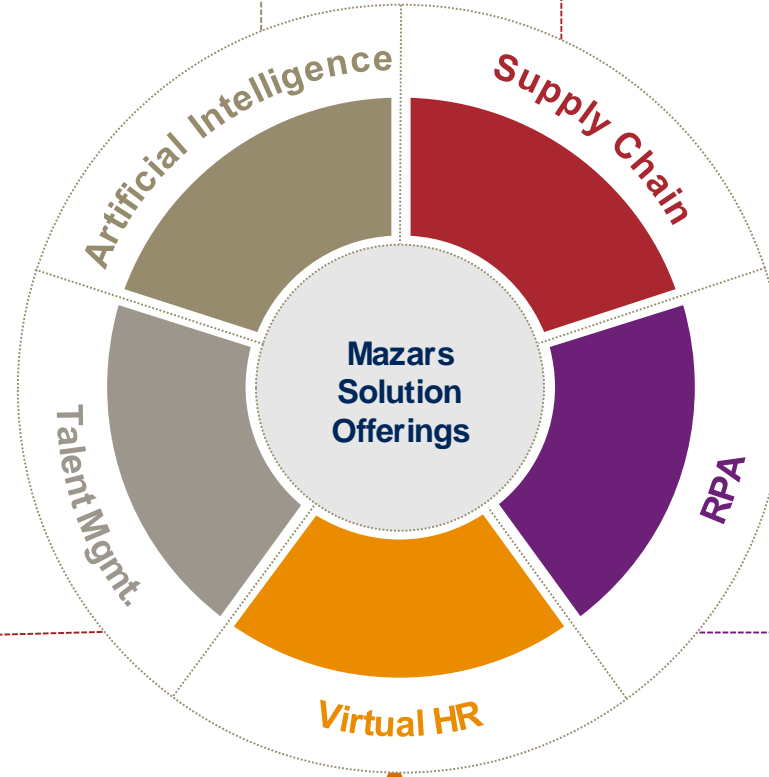- Predictive Analytics

Mazars Solution Offerings

- Artificial Intelligence
- Supply Chain
- RPA
- Virtual HR
- Talent Mgmt.

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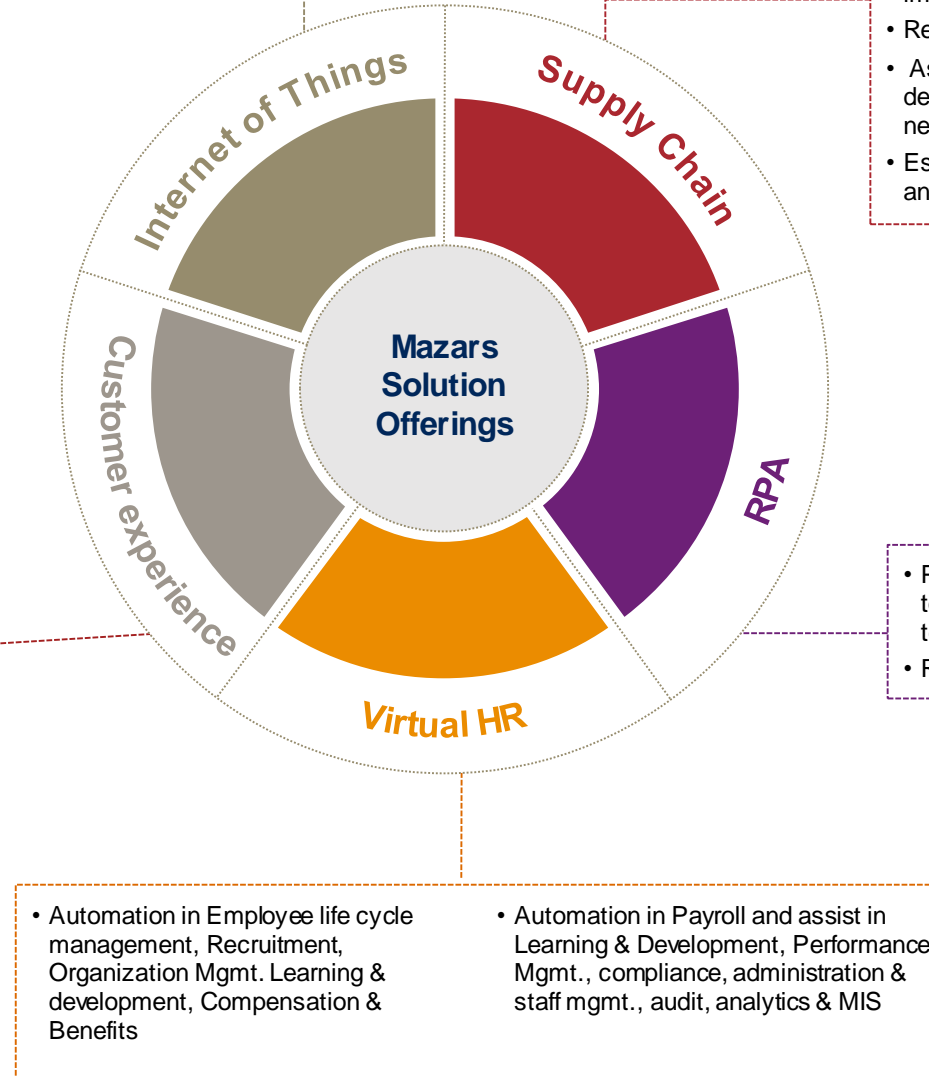
AUTOMOTIVE

Challenges

- ✓ Dwindling sales

- ✓ Supply chain disruptions

- ✓ Severe liquidity crunch, cash flow issues

- ✓ Reduced customer spending inclinations, traits

- ✓ Closure of production facilities

- ✓ Inventory management

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Mazars Solution Offerings

EDUCATION

The impact

- ✓ Students and teachers learning and teaching under radically new circumstances
- ✓ Institution Management system done remotely: fee collection, staff salaries, vendor payments
- ✓ Examination and evaluation system of students and teachers has been all moved online in some parts of the world.

Mazars Solution Offerings

01

Virtual Schooling

Introducing technology platforms to facilitate virtual classrooms, student teacher interaction; Introducing tools like Microsoft Educator Center, Zoom, Google Classroom, Microsoft Teams, Skype for Business, Custom Application

02

ERP implementation

Digital penetration in traditional school activities like staff maintenance, admission, materials procurement, payroll management through RPA based solutions/ ERP's

03

Student and Health Screening

Implementations of our health bots to carry out regular health screening of students and staffs; Maintaining a health record of student on regular basis, Monitoring the health through automated reports for time to time.

04

Digital Content Creation

Technology intervention to create digital content of school curriculum; Creating digital library; facilitating online examination and result publication; facilitating distance learning

GOVERNMENT

Regulatory Measures
- Policy measures to support economically weaker sections through financial aid and incentives.
- Policy initiatives to support rising unemployment.

Smart Education
- Introduce virtual classrooms and online examinations.
- Create digital content following the school curriculum.

Supply Chain & Logistics
- Introduce digitally-enabled supply chain platforms for key sectors like health and agriculture.
- Establish governance, analytics and real time tracking in supply chain.
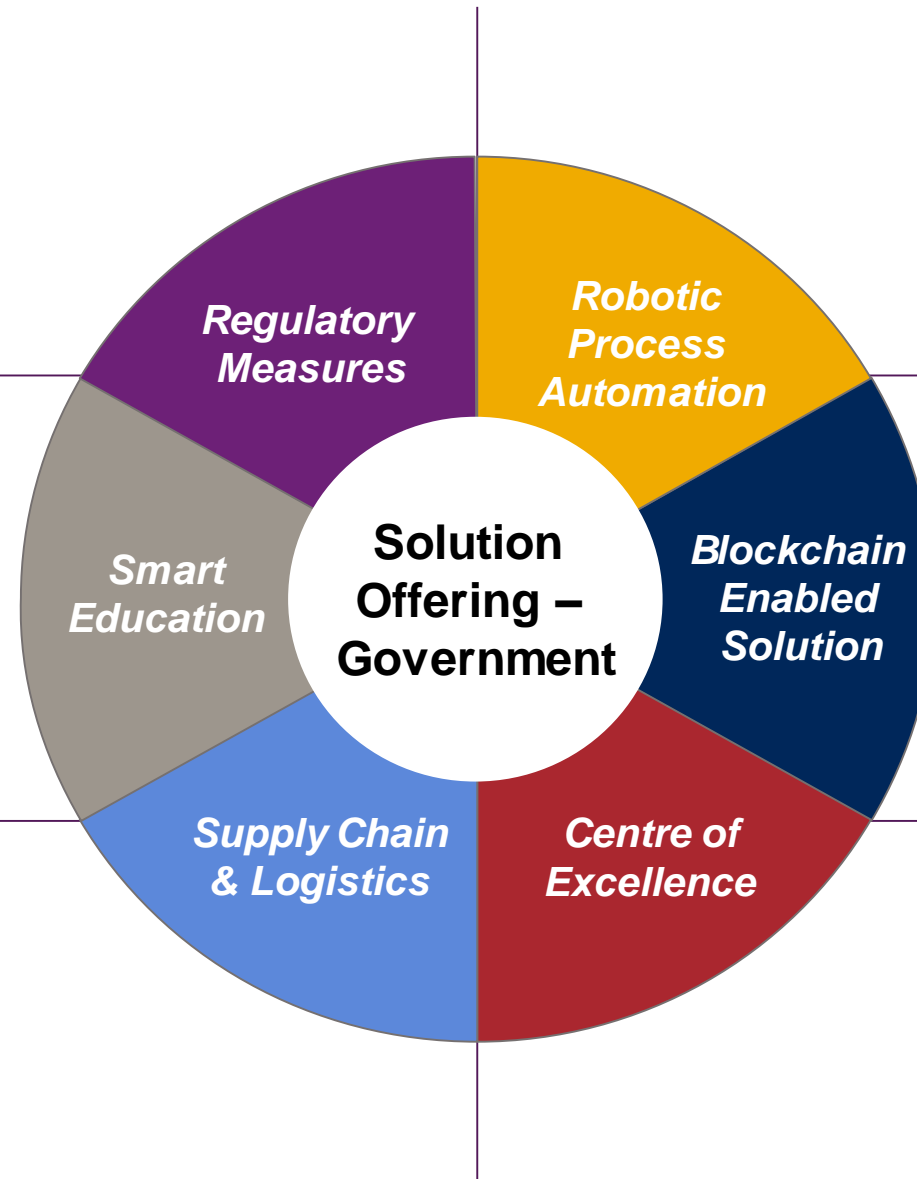
Robotic Process Automation
- RPA based internal audit, forensic audits, concurrent audits, special audits & compliance audits.
- Treasury handling through RPA.
- Internal payroll management through RPA mechanism.

Blockchain Enabled Solutions
- Introducing smart contracts in government offices.
- Introducing blockchain enabled platform for fund handling in various government programmes.

Centre of Excellence
- Introducing technology-enabled training for self employed business owners.
- Introduce tech-enabled platform to boost ecommerce for specified sectors like textile, agricultural products, handicrafts and more.

Regulatory Measures

Robotic Process Automation

Smart Education

Solution Offering – Government

Blockchain Enabled Solution

Supply Chain & Logistics

Centre of Excellence

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