IT firms roll out solutions to cut work-at-home costs

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Mumbai, 24 August

As the Covid-19 pandemic continues to disrupt the way information technology (IT) service providers and their clients operate, these tech firms are coming up with solutions aimed at further reducing costs during work-from-home (WFH). They are also helping their clients return to office.

The pandemic has provided a major boost to digital transformation, making it happen in weeks, which would have otherwise taken years.

Tata Consultancy Services (TCS), for example, has launched a solution called 'Safe Workplace' which assesses the readiness of employees, workplace, and the workforce model by evaluating various factors.

The Mumbai-headquartered company claims that the solution enables enterprises to jump-start return-to-work programmes within four weeks and provides support to manage a large set of employees across various locations.

It automates return to work processes, including contact tracing, shift management, and workspace planning, apart from supporting collation of feedback through a dashboard.

"By identifying pandemic zonal hotspots and enabling fact-based decision-making, an organisation can also proactively adapt its operations to avoid issues that may affect business as usual," Tata Group company said.

The enterprises can also use the solution to improve employee engagement with an automated approach to listening and collating feedback. It can guide new hires and furloughed employees through onboarding.

Domestic players such as L&T Infotech and Tech Mahindra and global tech giants like IBM have also come up with solutions to manage during WFH and also after companies resume operations from offices.

"These products are about helping clients during the times of crisis by bundling different solutions, such as video calling, attendance management, payroll processing, and contact tracing apps," said Pareekh Jain, an outsourcing advisor and founder of Pareekh Consulting.

"It is just one part of digital transformation where IT firms proactively help clients' immediate needs. This can be seen as a step towards retaining key clients," added Jain.

Tech Mahindra, for instance, has launched a 'New Age Delivery' (NAD) platform, with a feature to power remote and secure working globally.

Global technology teams can automate requirement gathering, product backlog fulfilment, plan releases and monitor on one single dashboard through the platform.

"The artificial intelligence (AI)-enabled platform is intelligent enough to constantly guide the project teams for the optimum flight path for execution," said Abhijit Lahiri, head (NAD), Tech Mahindra.

He added, "Apart from planning and monitoring, the platform also enables the programme team to govern the status of various ongoing programme executions with a digital command centre." IBM also developed a new model of technology and service delivery called 'Services Dynamic Delivery', which leverages AI and automation for contactless delivery and enable employees to innovate and resolve critical issues with respect to delivery.

Similarly, L&T Infotech has introduced 'Canvas', a software engineering platform, to assist 'work from anywhere'. Based on microservices architecture and Microsoft products like Azure and Teams, it streamlines processes like software development, knowledge management, and information security for employees.

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