



**SAFEGUARD YOUR BUSINESS
FROM CORONAVIRUS
OUTBREAK**

Amidst situation like today, where the novel Coronavirus has been a mystery killing more than 1000 people and infected more than 45,000 lives in China with isolated cases confirmed in a number of Asian and European countries as well as the UK, US and Australia.

Many countries including US, France and others have increased travel restriction to and fro from China.

More than 50 airlines worldwide have now suspended flights in and out of the country.

More than many million \$ business impact due to **Coronavirus**

The Pandemic disease has affected many Chinese & Asian businesses. Global businesses who outsourced their business services to China and some South east Asian countries have direct or indirect impact on their deliveries and normal business functions.

Businesses with large IT Services, Sales and distribution workforces in China are in potential risk of suffering losses more during this pandemic which has no source and cure identified so far.

These companies include Apple, Samsung, Microsoft, Tesla, and Google. Google has also closed offices in nearby Hong Kong and Taiwan. Chinese government and global businesses are recommending employees to work from home until the environment is safe.

Reactions to coronavirus, 2019-nCov, has drawn the attention of many businesses across the globe and is forcing an evaluation of their business continuity plans.

This is an awakening moment and a testing time of business continuity plans of all global businesses.

Business Continuity Solutions

Adapting a strong business continuity plan is very tedious, complex and challenging process for most of the enterprises. Many levers involved such as setting up alternative teams in different location, technical infrastructure to operate, assured integration with enterprise systems and processes between isolated employees.

Technological and functional challenges with distributed knowledge centers creates employee support as the locus point. Support systems such as IT Service Management requires people to work round the clock to keep the heartbeat ticking.

A solution with following features could answer most challenges

- Allows current teams to continue in safe zones or work from home
- Allows a CIO to reuse his existing collaboration investments in BCP
- Uses existing knowledge base from private and public cloud
- A product powered by AI to handle services with reduced human support
- A solution that is integrated with enterprise systems and avoids huge telephony cost.
- A product which can keep you connected with clients globally

[Tryvium Desk for Teams](#) covers all your keys aspects for business continuity mentioned during these tough times.

Your employees and the support workforce have the flexibility of working from wherever they are located around the globe. All that they need is a working internet connection and a Microsoft Teams. Tryvium Desk takes care of the rest. It connects your employees and the support making it a piece of cake to resolve IT issues and to clear the initial hiccup in setting up a work from home environment. Intelligent routing strategies enables user to connect with the right agent eventually reducing the mean time to resolve issues even on crisis such as the nCov scenario.

Large enterprises are currently leveraging Tryvium Desk for SFB and Teams to enhance their BCP and address the IT and HR service challenges. Yes, you read it right – Tryvium simplifies all service desk queries using Chatbots that are AI powered, your employees can resolve IT requirements & HR queries with Tryvium bots. Tryvium can bots know when to your employees to human agents or upon demand as well.

That Said, numerous business enterprises globally have started setting up business continuity models on the wake of nCov. [Tryvium Desk for Teams](#) is certainly a main stay amongst these large enterprises enabling them to have a seamless Business Continuity across regions.

“It’s not Coronavirus-specific continuity planning; it’s the best part of continuity planning.”

Get in touch with us to [schedule a quick demo](#) of Tryvium platform or to learn more please email sales@sensiple.com

More information – www.sensiple.com

About **Sensiple**

Sensiple Inc., a New Jersey corporation, established in 1999. Our footprints around the globe help us to ensure that we consistently maintain our delivery standards. We deliver IT products and services in the areas of BFSI, Customer Experience, Digital & Enterprise Transformation, Infrastructure and Independent Testing from ideation to execution, giving our clients an edge to outperform the competition. We do also provide Consulting and Staffing services in these areas.

Our team has extensive experience in developing and executing sustainable IT strategies in BFSI, Healthcare, Technology, Retail, Logistics, Education, Telecommunications, Government, Media, and more. Our deep industry expertise can help you foresee the future and reshape the enterprise for what lies ahead.



Authors



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Ranjith is a Product Strategist and a Product Owner empowering the delivery of digital products such as Tryvium Desk, HrSense Chatbot, IntelliSense - AI based decisioning platform across the globe and varied industries. He currently plays a crucial role in understanding the dynamic market needs and relating day to day business problems and converting them to working solutions that touch, simplifies as well as betters multi-dimensional experiences of employees, employers including customers within larger enterprises



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Marketing professional with over 10+ years of progressive experience in digital marketing, interactive strategy. Accomplished at creative development, website operations and product Management.

Proven track record in preparing & executing Go-To-Market strategy for B2B technology products/solutions, attracting new businesses, establishing strategic engagements that helps brands/products in accomplishing the vision.

