



Adapting to the new normal and building resilience

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We are steadfast in our mission to empower every person and every organization on the planet to achieve more. No one company is going to solve a challenge like this alone, and it's going to take the private and public sectors working together to turn the tide.

Satya Nadella, CEO, Microsoft

[linkedin.com/pulse/coming-together](https://www.linkedin.com/pulse/coming-together)

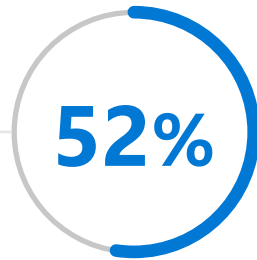


Navigating uncharted territory

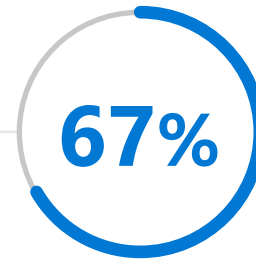
Businesses in every industry across the globe are faced with unprecedented challenges



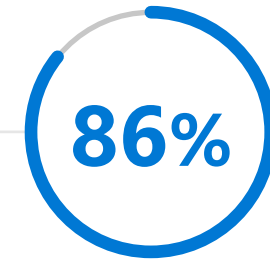
of organizations are highly prepared for the impact of coronavirus



of legal and compliance leaders are concerned about third-party cybersecurity risk since COVID-19



of employers are taking steps to enable remote work for employees who don't normally do so



of organizations are conducting virtual interviews to hire candidates during the coronavirus period

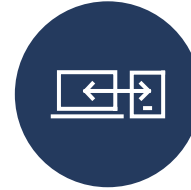
Business and IT challenges during COVID-19



New digital
business models



Inadequate
insights



Secure remote
working



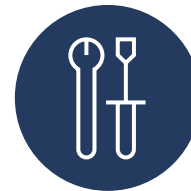
Employee
well-being



Shifts in consumer
needs and behaviors



Time & resource
constraints



Evolving operational
challenges



Economic
recovery

Microsoft Journey

Leadership and Communication

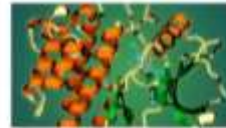
- April 13: Kurt on events, connecting, and giving back
- March 31: Brad on Microsoft Give Together
- March 23: Kurt on updated guidance and helping
- March 20: Kurt on working from home, travel, and our culture
- March 13: Kurt on coming together as a community
- March 12: Kurt on travel, working remotely, and more
- March 5: Kurt on confirmed cases and measures we're taking
- March 3: Kurt on working from home
- February 29: Kurt on guidance from health officials
- February 2: Kathleen on responding to the coronavirus
- April 6: Kurt on guidance, resources, and helping others
- March 30: Kurt on travel, ways you can get involved, and more
- March 27: Satya on coming together to combat COVID-19
- March 16: Kurt on working from home, retail, and giving
- March 12: A message from Satya
- March 10: Kurt on updated guidance and resources
- March 4: Kurt on latest guidance, remote work in Puget Sound
- March 2: Kurt on travel and meetings
- February 25: Kurt on recommended actions

Giving Back to Our Community

Partnering with researchers to accelerate work to find a cure



Partnering to help ensure system response to COVID-19



Donating GitHub compute capacity to aid efforts to find a drug treatment

Supporting customers and organizations on the front line



Providing curated dashboards to our community COVID-19 Data Stories...

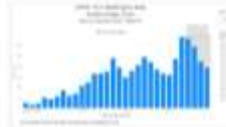


Making it possible for the community to submit Power Apps and see out...

Addressing the broader societal and economic impact



Working with USAFacts on a Power BI report that enables citizens to click and...



Helping people visualize and interactively analyze COVID-19 data

Sharing best practices around remote work



Outlining cultural components and best practices for employees and managers...



Launching a COVID-19 business resource center on LinkedIn to help us connect...

How you can get involved



From wherever we are in the world, we give together #TEU

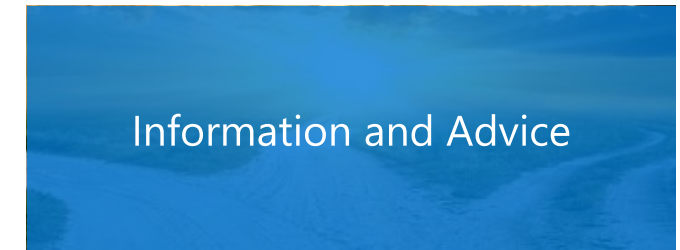


#MicrosoftTogether: Finding new ways to make a difference



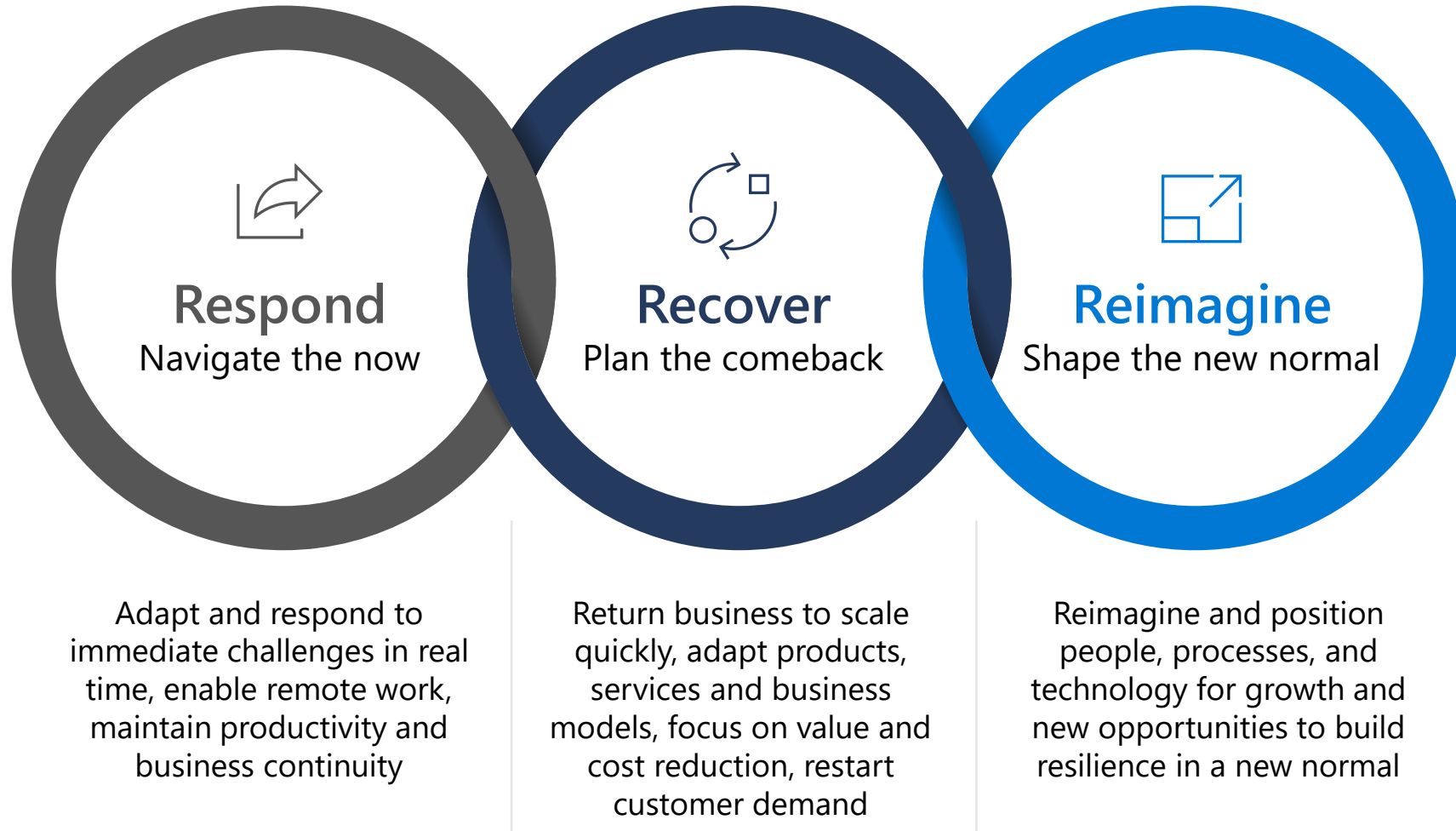
Hashtag ideas to respond to COVID-19 #TEU

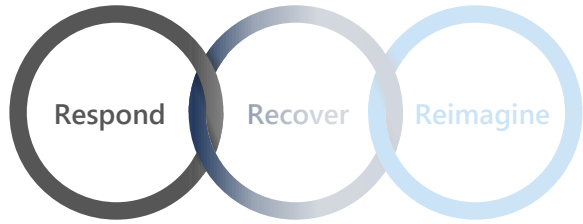
Empowering Our People



How can your business adapt and become more resilient?

Organizations can succeed by thinking and acting across three phases concurrently

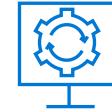




Successfully navigating the now and building resilience



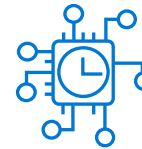
Keeping workers productive with remote work in response to changing conditions



Enabling business continuity through rapid deployment of desktop and app virtualization solutions



Enabling secure, remote work at scale through comprehensive identity and security solutions



Digitizing processes and delivering insights in remote selling and service environments



Adapt and respond to immediate challenges in real time, enable remote work, maintain productivity and business continuity

- Enabling remote work and work from home with Office 365
 - Exchange Online
 - Sharepoint Online
 - OneDrive for Business
 - MS Forms
 - MS Teams
 - Business Basic made available 6 months (Includes MS Teams) <https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/teams-with-business-basic>
 - O365 E1 made available for 6 months
 - O365 A1 made available to all academic Institutions
- Enable employee communications
 - App built on PowerApps to allow status checkin, work location, and push communications
 - <https://powerapps.microsoft.com/en-us/blog/crisis-communication-a-power-platform-template/>
- Publishing productivity Tips and Tools
 - <https://www.microsoft.com/en-us/together/enable-teams-anywhere>

Resources for SMME's

<https://resources.techcommunity.microsoft.com/small-and-medium-business-covid-19/>

- Setting up for remote work: <https://techcommunity.microsoft.com/t5/enabling-remote-work-blog/setting-up-your-small-business-for-remote-work/ba-p/1289499>
- Small Business help and learning center: <https://support.office.com/en-us/smallbusiness>
- Leading your business through the storm: <https://info.microsoft.com/smb-leaders-guide.html>
- Keep files and data in the cloud: <https://support.office.com/en-us/article/move-your-files-to-onedrive-12dbe3e4-dbef-48f8-a90e-87f1bc607073>
- Warn employees about phishing attacks and scams <https://www.microsoft.com/yournewcso/create-a-security-culture>
- Set up multi-factor authentication <https://support.office.com/en-us/article/Secure-employee-accounts-with-MFA-in-Microsoft-365-Business-e12187b8-216a-4490-9e3b-df34a06fb787>
- Additional security advice to get a deeper understanding of security threats and how to address them <https://www.microsoft.com/yournewcso/>



Adapt and respond to immediate challenges in real time, enable remote work, maintain productivity and business continuity



Return business to scale quickly, adapt products, services and business models, focus on value and cost reduction, restart customer demand

- WFH the new normal, embedding MS Teams into the business process
- New customer experiences enabled by MS Teams
 - Virtual consultations
 - Welcome customers back with the MS Booking app for managing customer bookings
- MS Forms to capture information
 - COVID screening applications
 - Employee wellbeing
 - Customer satisfaction
 - Samples <https://techcommunity.microsoft.com/t5/microsoft-forms-blog/sample-forms-to-help-organizations-stay-connected-while-working/ba-p/1256627>
- Enhanced security for remote work <https://www.microsoft.com/security/blog/2020/03/26/alternative-security-professionals-it-achieve-modern-security-controls-todays-unique-remote-work-scenarios/>
- Mobile apps built on Power Platform
 - No code / low code development
 - Easily create mobile applications
 - DIY Guide https://clouddamcdnprodep.azureedge.net/gdc/gdcwGE6aQ/original?ocid=mkto_email_EM592106A1LA1



Reimagine and position people, processes, and technology for growth and new opportunities to build resilience in a new normal

- Reimagine business strategy/model
 - Strategy 1: Same Product Different Channel
 - Physical stores moving to online
 - Strategy 2: Same Infrastructure Different Product
 - Online stores pivoting to sell new products
 - Strategy 3: Same Product Different Infrastructure
 - Companies moving to the cloud for resilience
- Consider the network effect and new partnerships
- Reimagine your business model by adopting digital channels
- Develop virtual agents using Power Virtual Agents
- <https://powervirtualagents.microsoft.com/en-us/blog/building-a-crisis-faq-bot-using-power-virtual-agents/>



Reimagine and position
people, processes, and
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- Reimagine your business model by adopting digital channels
- Digitise your processes by using PowerApps
- Develop virtual agents using Power Virtual Agents
- <https://powervirtualagents.microsoft.com/en-us/blog/building-a-crisis-faq-bot-using-power-virtual-agents/>
- Migrate to Azure Cloud for scalability and resilience
- Engage with a Cloud Solution Provider
 - Procure Cloud Services
 - Application Assessment
 - Application Migration
 - Application Modernisation
 - www.tarsusondemand.co.za
 - <https://www.crayon.com/en-za/>

Support for Independent Software Vendors and Startups

Get started:

- aka.ms/JoinISV

Getting Started Offer For All Startups



CLOUD

\$200 of free Azure credits for 30 days + 12 months of popular free services + 25 always free services



DEVELOPMENT

On demand technical resources and code samples



BUSINESS MODEL SUPPORT

On demand business tutorials and GTM guidance



COMMUNITY

Join the Microsoft Partner Network and attend local technical + business events with others like you



GTM JUMP START

Promote your solution through the cloud marketplace to kickstart your partnership benefits

Premium Offer For Qualified Startups



CLOUD

\$25K of free Azure credits for one year and up to \$120K of additional credits in the second year



DEVELOPMENT

Visual Studio Enterprise Cloud Monthly Subscription



PRODUCTIVITY

Office 365 Business Premium



TECHNICAL SUPPORT

Microsoft Azure Standard Support Plan, including unlimited 24x7 technical support



DYNAMICS 365*

Dynamics 365 for Sales (CRM) & Dynamics 365 for Talent (benefits available for qualified startups)



DYNAMICS 365 TECH SERVICES*

Dynamics 365 Pro Direct (benefits available for qualified startups)



STARTUP GTM + CO-SELL*

Dedicated resources to help promote your solutions (benefits available for qualified startups)



Questions