

STAYING IN BUSINESS DURING & AFTER COVID-19

WEBINAR SERIES



An exclusive feature proven to assist with business continuity.

THE PEOPLE FACTOR

BUYING THE RIGHT TECH

BUSINESS INTELLIGENCE



WELCOME



The advent of COVID-19 has caused undeniable disruptions to small and large enterprises both locally and globally. Safeguarding business continuity means embracing the 'new normal' and overcoming the current business challenges. Continuity is dependent on several key factors: people, technology and analytics.

MC Systems partnered with the Jamaica Chamber of Commerce (JCC), Jamaica Manufacturers and Exporters Association (JMEA) and the Private Sector Organisation of Jamaica (PSOJ) to host a three-part series of Webinars that provided knowledge, case studies and expert know-how that will help the leaders build their businesses during and after COVID-19.

Welcome to the Staying in Business During and After COVID-19 Ezine which features highlights from the three webinar sessions with a little something extra.

Happy reading!

DWAYNE RUSSELL
General Manager
MC Systems

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WHAT'S
INSIDE?

YOUR GUIDE TO BUSINESS CONTINUITY



The People Factor

SESSION ONE

On the customer side, Damion Crawford led a riveting discussion on the changing customer behaviour being catalysed by the pandemic.

Janice Sutherland presentation on Leadership in a (Newly) Remote World highlighted how managers can lead and inspire employees while keeping productivity high with remote and in-office teams.

This session included perspectives from experts in behavioural sciences as regards productivity, people management and industrial relations.



Janice Sutherland
Chief Executive Officer
Sutherland & Consulting



Damion Crawford
Lecturer
UWI, Mona



LEADERSHIP IN A (NEWLY) REMOTE WORLD

To successfully lead a remote team it is important to establish certain factors. The leader must know how to choose an effective communication channel that works for their team while they are working remotely. They should also know how to measure their employees performance and ensure that they know what is expected of them. Even though the team is not confined to one physical space, team building activities are necessary to maintain camaraderie, improve morale and stay on track.



"As a leader I learnt long ago, that to effectively lead I had to focus on the real objective - the output! It was the achievement of the target not necessarily the process to get there that was important"

Janice Sutherland
CEO and Founder
Sutherland Coaching and Consulting





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IT PAYS TO BE IN THE CLOUD

Payroll now has a silver lining!

With remote work now in full effect in Jamaica, business leaders are no doubt re-imagining their operations to ensure it is fit for purpose. That's why now is the perfect time for businesses to implement Cloud-based payroll solutions.

Some of the obvious benefits of this move include: disaster-proof uninterrupted availability to the payroll systems with only the need of internet access – counting data on a mobile device; lower start-up costs with the need for on-premise servers eliminated; lower operating costs since there is no need to have in-house expertise for the up-keep of the system and, depending on the provider, up-to-date compliance with Tax Administration Jamaica (TAJ) payroll calculations.

Right now, businesses with an on premise solution that they wish to move to the Cloud immediately will have to deal with some migration considerations as part of the plan. But a good payroll service provider will offer a road map that delivers such a solution quickly and cost efficiently so that no payroll run is missed and employees are supported during this time of social distancing, quarantine and curfews.

A cloud-based payroll solution, with its anytime, anywhere capabilities, is very useful at a time when employee working hours are dynamic and, for some sectors, more workers need to be on boarded right away. Chad Gordon, Commercial Manager, Payroll Solutions, MC Systems explains that “the ideal payroll solution provides employers with immediate insight into the full cost of the new hires, where applicable, while giving business leaders confidence that since it's in the Cloud its calculations are always tax compliant.”

Security is another major assurance business leaders can bank on with this solution. Having to quickly move an operation where all the staff would come to the plant to now having a distributed workforce brings the understandable concern about the protection of the systems from unwelcome breaches. The great thing is that payroll in the Cloud solutions tend to have security protocols that are far superior to the typical company's IT Infrastructure security. “Companies making a choice about a Cloud-based payroll service provider should ensure the one they choose has the type of security that protects their data, the access portal and one that has robust disaster recovery procedures to protect against a range of disruptions,” Gordon advises.

Companies that are ready to make the move should also consider the following questions to ensure they select the right provider:

1. What type of redundancy is in place (if any) to mitigate the effects of system disruptions – natural disasters, power outages or internet downtime?
2. Where is the data stored?
3. Who has access to the system and data?
4. Will there be any system downtime during working hours for system maintenance?
5. Do you have a documented change management process to install system updates?

A PAYROLL LOAN APP FOR STAFF

A very helpful payroll-related offering that especially benefits staff is an app-based “payroll loan service.” In 2018 MC Systems launched an app that makes it possible for employees to get loans within minutes, by submitting a request in an app from the privacy of “anywhere” they may be. The BizPay Cash App uses the employee's payroll data, along with predetermined credentials agreed by the employer and empowers the employee to access emergency funds ahead of a pay day cycle. In these uncertain times such a solution delivers on convenience, speed and security. If businesses are up and running, then people are working. A Cloud-based payroll solution stays on the job with accurate tax-compliant calculations that are convenient and safe whenever and wherever it's needed. And right now the company can bolt-on a convenient payroll loan app to give the employees an extra hand.



Tech Enablement

SESSION TWO



It is evident that the COVID-19 pandemic has created a volatile business market. Now, more than ever, businesses need to ensure continuity by embracing and utilising technology. Digital transformation empowers businesses to combat unpredictable disruptions while adjusting to the 'new normal'. While tech solutions such as disaster recovery, back-up, security, are right for every business, how much, what grade and even the way it is deployed will differ for every entity.

This session equipped business leaders with the knowledge needed to digitally transform processes and improve customer experience including :

- _ What makes a solution the right fit for your business?
- _ What should you consider when investing in technology solutions?
- _ What steps should you take to digitally transform your business and customer experiences?
- _ How important is data protection?



DR SEAN THORPE
Associate Professor and Head
of School of Computing and I.T
UTech



CHRIS RECKORD
Chief Executive Officer
tTech



COLIN MCGANN
AGM - Innovation
MC Systems



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WHILE WORKING REMOTELY COMPANIES AND EMPLOYEES SHOULD FOLLOW THESE GUIDELINES

➔ **Implement WFH Polices**

➔ **Conduct User Awareness Training**

➔ **Use Two Factor Authentication**

➔ **Install Enterprise Antivirus Software**

➔ **Implement Mobile Device Management Software**

➔ **Stay Away From Free/Open WiFi**

➔ **Use Email Filtering**

➔ **Carefully Check Emails**

➔ **Beware of Links and Attachment**

➔ **Do Not Mix Personal and Work**



DATA PROTECTION CHECKLIST WHEN WORKING FROM HOME

There is more to the Work from Home (WFH) model than staff simply being away from the office. For example, a major task for IT leaders in organisations is ensuring the company's data are safe no matter the configuration of the workforce, at any point in time. The percentage of companies with a remote workforce accessing their network has increased exponentially in Jamaica since the outbreak of the COVID-19 and has placed our productive sector in transition. Up to mid-April, more than 25 per cent of the workforce of the heavily IT-infrastructure-reliant BPO sector was operating in this manner.

Virtual Private

Network (VPN) connections were already being used by many organisations, to provide employees with secure, remote access to files and email when they are away from the office. In fact, given its popularity, organisations needing to configure their infrastructure to enable WFH operations would likely subscribe to this solution in this time.

However, not in all cases a business may need to access company resources through VPN. If the resources are in Office 365, the file can be accessed directly using the secure web browser of Microsoft Teams.

No matter the access point, which a company uses to accommodate the WFH demands in the time of COVID-19, keeping the data protected should be a top priority for the employee, as much as it is for the employer. The challenge for the employee, in this scenario, is the need to increase the vigilance about protecting the data they interface with and go beyond simply having a password, to access an end device, such as a laptop or tablet.

Employees need to broaden their knowledge about security protocols and adapt new habits when it comes to accessing the company (which at times involves the company's clients' information) from the comfort of their home. And more importantly, because they are accessing the data out of the direct day-to-day supervision of the IT leaders, back at the office.

In this regard, Colin Burgess, IT Infrastructure Manager, MC Systems, provides a useful checklist which employers can use to equip and empower their teams to be valiant data protectors.

Most business continuity experts, and others are suggesting that life as we know it has changed forever, because of the impact of "physical distancing", which has regulated and legislated the remote-work policy which organisations have had to implement. In fact, the impact of this pandemic has forced many business owners to look at their operations and consider how they could architect the infrastructure differently, to accommodate the new ways of working and earning in the future.

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"ATTACKERS WILL BE DOING THEIR BEST TO EXPLOIT TELEWORKING RISKS"

CHRISTOPHER RECKORD
CEO, tTech

Many organizations have a range of IT Security technologies in place to protect them from cyberattacks, but when users start to work from home, the risks are increased. Attackers will be doing their very best to exploit risks related to the type of technologies that are used for remote work. Another contributing factor to this risk is the type of equipment that you are using, is it owned by you or is it owned by the company. Are you the only one using this computer at home or is your child who is also at home with you using it to do homework or more worrying play games or do TikToks.

While you might have done the Cybersecurity Awareness Training that you are required to do, your child is more prone to click on enticing looking links. Depending on how you connect to your office, you can put the entire organization at risk. Sadly, many companies are still using stolen, "cracked" or unlicensed software to run their business. As a result of this, many of these are not updated with the relevant security patches.

Cybercriminals know these weaknesses and one click on the wrong link can bring your organization to its knees. Forward, Forward, share, share!! NOT.

Let's be honest, if you are not used to remote work from home, the distractions are numerous. One of the biggest distractions are mobile instant messaging Apps like WhatsApp and Telegram that offer a quick and easy way to stay in touch with friends and family, but they are also used to spread rumours, half-truths and fake news instantly. I am now begging folks in many of the WhatsApp groups that I am in not to forward links, images and content without first verifying that it is legitimate and is of real value to the group. If you don't have the time to verify the claim, then don't share or forward it to anyone. Cybercriminals use malware to steal data from our mobile devices also. The fear and anxiety around COVID-19 provides a tremendous opportunity to hack our devices. Verify all links before clicking, one wrong click and you are hacked.

Business Intelligence

SESSION THREE



In times of uncertainty, data has the answers! The emergence of COVID-19 has posed questions about the strength and agility of businesses as the 'normal' is redefined. The response lies in how business leaders combat doubt with data. Accurately documented data empowers businesses with insights that ensure continuity.

In this session, we explored the potential of technology to acquire useful data that supports present and future business decisions including :

- Why is data collection important?
- How can data be accurately collected?
- What can data reveal about my business?
- Will data help to promote business continuity?

The panelists below held a discussion on how data can be utilized to make informed business decisions to prepare leaders for more business. The discussion in this session outlined the importance of documenting/ capturing data, all the variables that pertain to the business response in this time and the ways technology can help to ensure the right information is captured now for deep insights and decisions later.



LARREN PEART
Chief Executive Officer
Bluedot Insights



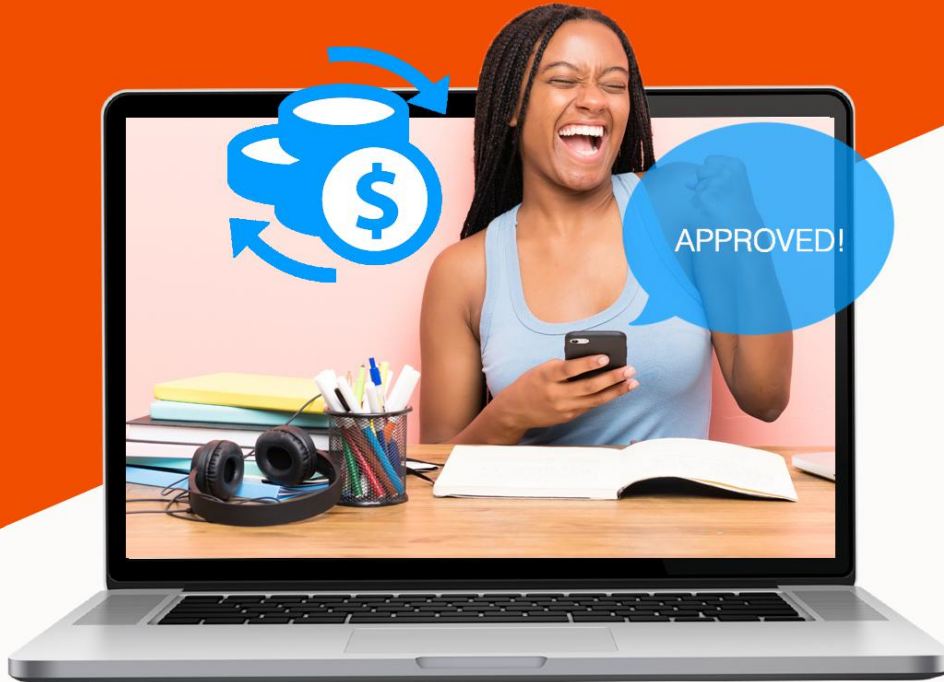
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