



an NTT DATA Company

Liquid Digital Workplace



Given the current circumstances that we are experiencing with COVID-19, **we must adapt** to this economic and social reality which evolves daily.



Faced with this, being able to have our teams and companies teleworking is an efficient and viable approach for all of us. As a matter of fact, in everis we strongly believe that work is no longer conceived in a specific physical space, making teleworking a reality we must integrate to our day to day life.

From our organization, we have a strong emphasis on helping your own through a series of flexible policies, collaborative work methodologies and time management, of course, relying on the appropriate tools, infrastructures and technological platforms.

In these times of uncertainty, people are our top priority, helping you protect your teams. This is why, everis will make available to companies and organizations that do not have them yet, completely free of charge for 6 months(*), two *ready-to-run* solutions which will improve the teleworking experience, boosting productivity and the management of knowledge within your Digital Workplace:

Knowler and TŌGŌ. Two solutions which naturally integrate with Office 365 and Teams. With Knowler you will be able to connect people, emails, documents, projects, structured data and any other kind of relevant company information, obtaining significant, accurate and updated knowledge for each individual.

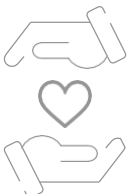
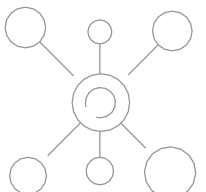
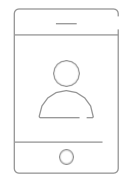
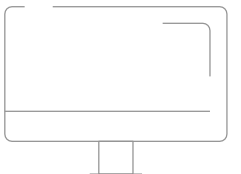
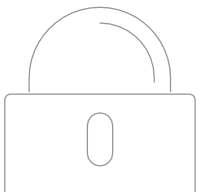
With TŌGŌ, you will be able to create, consult and organize the information targeted towards the collaboration and elimination of silos, promoting social communication and increasing the productivity per employee.

Because together we can overcome adversity by being part of the change.

(*). Available for free for 6 months, with possible procurement date until 30th June 2020.

We rely on 5 points of action.



	Adoption and culture	01.
	Collaboration, communication and networking	02.
	Devices	03.
	Platform	04.
	Security and governance	05.



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With this change in the way of working, **it is essential to find change accelerators** and there is no better way to embrace the change than to appreciate what it brings us now which we could not enjoy before. **TŌGŌ and Knowler will help you make the change efforts natural** due to the benefits they provide you in terms of productivity and efficiency. You will manage to switch the existing knowledge of your organization into a competitive advantage.

How can I help my team, partners and leaders, to work remotely without affecting productivity?




We know that teleworking is not only about being able to **execute the daily tasks** from home using the tools that the organization makes available for the employees, but also having the **capacity to communicate, collaborate, plan tasks, manage teams and achieve results** remotely.

In this regard, **organizations** must be attentive not only in ensuring that their teams **have, know and understand how to use the tools**, but must also be capable of developing the necessary skills and behaviors regarding these new ways of working, encouraging a new culture of remote working and help manage people's moods and emotions.

At everis we know that promoting **awareness and communication, training, mobilization and support for the organization's leaders**, along with the measurement and recognition are the keys to success in adopting the new tools and ways of working.

Always following a **user-centered approach**, supported by the proper **segmentation** of the different groups that make up the organization and based on the different **specific use cases**, so that they are able to respond to the needs of the employees on a daily basis.



How can we
**continue working
together**
without losing the
efficiency?



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Collaboration must allow us to perform online meetings, chat groups, file management as well as group tasks. Our users must be able to **organize and work remotely in the same way they would do in a room or in front of a whiteboard.**

As it is naturally integrated with Office 365 and Teams, you will be able to **access the features** that these tools provide without having to leave the interfaces that you are used to.

Co-editing files or being able to share notes in real time is already a fact thanks to the new technologies available in Office 365 such as Microsoft Teams. Thanks to the everis TŌGŌ solution, users are able to organize themselves in different **social communities** where they are able to share their work easily. Allowing them to effortlessly integrate the information originated in the Microsoft Teams groups.

It is important that employees are completely **updated through internal communication**, which must be agile, with multiple options to give feedback, multichannel, multilingual and reliable. A good internal communication system must allow us to reduce the misinformation caused by unreliable external sources.

The information that is relevant to each employee must be **promoted** based on systems which are driven by the **user's activity** (with whom they interact) or by means of **AI**. Users must be able to connect with the **experts of each area or technology**, including access to their profiles and discovering the topics which are trending in their network.

With **Knowler**, the information you find will be the information that is relevant to you since all the entities of your organization will be profiled using the most advanced AI, so that you are able to find the data, texts, people or entities which make up your ontology.



everis Digital Workplace Products



everis knowler

Knowler will analyze your structured and unstructured information, creating a knowledge lake within your organization which will allow you to find the most relevant information for each person. It will provide you with customized recommendations based on your profile, delivering the most accurate information as well as the one which best adapts to your needs.

everisknowler.com

-  everis knowler
-  everis TŌGŌ



everis TŌGŌ

TŌGŌ offers a DWP based on the Communities, where the users can create social communications, collaborate and integrate using Microsoft TEAMS enjoying a unified social experience.

everistogo.com

What **technical resources** do I need and how are they **incorporated** into the corporate systems?

Providing our employees with the proper access, device and security is essential in order to not affect the productivity, so that they can collaborate and work from anywhere, anytime and from any device.

Under this new model, we need to have control over the different corporate devices, thin clients as well as BYOD laptops or mobiles, in order to provide secure and controlled access to the corporate resources. **Using unified management platforms (UEMs) such as Microsoft Intune or MobileIron, we can integrate these devices to the new workplace model.**

It is important that the employee has available at all times, all the different workplace elements, such as the devices or BYOD, communication and access devices, which must be monitored and managed, in order to avoid possible risks or loss of information.

What technological environment do I need and how do I deploy it?



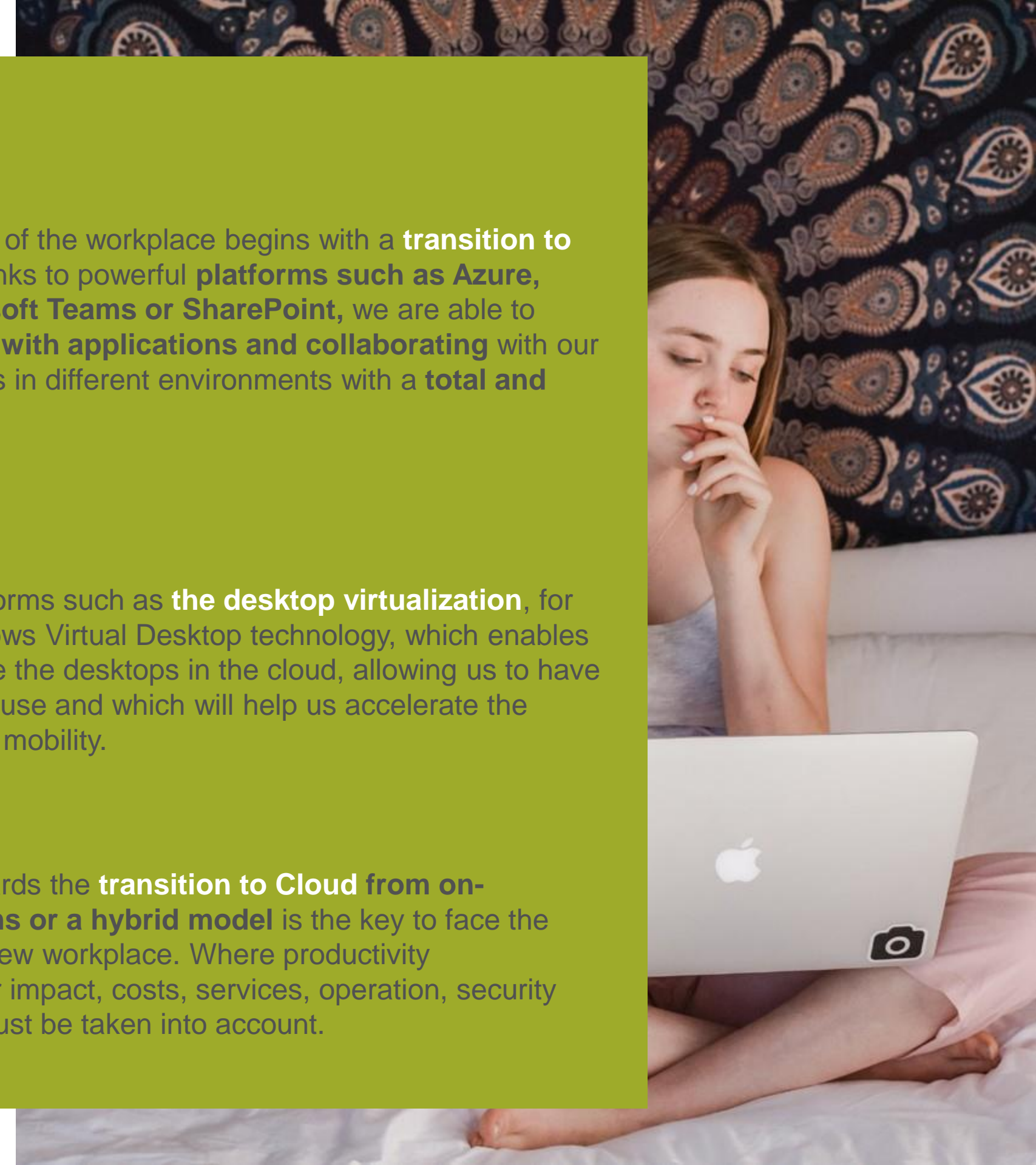
The transformation of the workplace begins with a **transition to the Cloud** and thanks to powerful **platforms such as Azure, Office 365, Microsoft Teams or SharePoint**, we are able to **continue working with applications and collaborating** with our clients and partners in different environments with a **total and global availability**.




Enabling new platforms such as **the desktop virtualization**, for example the Windows Virtual Desktop technology, which enables us to be able to use the desktops in the cloud, allowing us to have a consumption per use and which will help us accelerate the transformation and mobility.



Setting a path towards the **transition to Cloud from on-premises platforms or a hybrid model** is the key to face the challenges of the new workplace. Where productivity enhancement, user impact, costs, services, operation, security and governance must be taken into account.





How can I be sure
that the **information**
remains within
the corporate
sphere?



Taking into account this situation, **everis** offers its clients, especially the CISO and the DPO, those services which are **flexible, fast and that we can provide in full compliance** with the most demanding cybersecurity regulations.



External perimeter security analysis:

our entry points to the organization are more critical than ever, since we depend on them so that employees can carry out their job. Our objective is to analyze the risks in order to detect any weakness which may compromise the assets and / or data of the organization.



Assistance for the continuity of the business:

at this moment, all clients are reviewing their business continuity plans in order to relocate employees. But the plan must evolve and adapt to the changing circumstances, our team is capable of providing advice on this evolution.



Virtual CISO and DPO:

remote support to the CISO and DPO to update the security policies, risk analysis or information classification, so that they can be shared through email or repositories. Support to the DPO to ensure that the personal data is handled properly.



Virtual Incident Response:

virtual support for attacks, which is complemented by our solution for the automatic reporting of phishing.

How can we help you?



■ Today

Analyzing your current teleworking situation and preparing the access to collaborative tools (e.g.: Microsoft Teams) which will allow you to work from home, carry out video calls and be able to interact with colleagues, customers, partners or suppliers in real time and without affecting the continuity of the business.

Reviewing the current condition of your devices and workstations (antivirus, updates, etc.).

Analyzing the security perimeter and launching a remote incident support service.

■ Tomorrow

Preparing and launching communication actions which are focused on publicizing the benefits of using the tools and enhancing the habits associated with creating an “effective” space at home, ensuring both the implementation of the new way of working as well as the well-being of your employees.

Implementing a governance model and enabling an access to a training portal with online workshops and learning resources to support the users.



■ Day after tomorrow

Implementing virtual desktops in the cloud such as Microsoft Virtual Desktop in order to provide secure access to applications from anywhere.

Preparing **templates to use in Microsoft Teams** to ease the collaborative work and / or digitize the daily tasks.

Analyzing your external exposure, identifying possible security vulnerabilities as well as providing remote CISO services.

Launching and **boosting communities** to provide support and answer the questions of the users as well as carry out concrete actions with the organization's leaders through a network of ambassadors.

Carrying out a “fast assessment” of the contingency plans and business continuity.

■ Next week

Implementing the Knowler solution which will analyze and connect all the structured and unstructured information of your organization, allowing the knowledge in it to be made available to those who need it and in a customized way, using the tools you are used to due to its native integration with Office365 and Teams.

Implementing the everis TÖGÖ solution, developed on Office 365 and integrated with Microsoft Teams, to ensure an improved communication, collaboration, corporate social network and improve the productivity of the employee .

Determine and set up the advanced security in the collaborative environment with the Microsoft 365 capabilities, such as double factor authentication, biometrics, or data and device security.

■ In two weeks

Measuring the impact of the actions carried out and the use and endorsement of the tools, as well as conducting user experience analysis workshops to understand the difficulties, challenges and opportunities that exist in order to put into action transformation and improvement plans.

Performing external / internal security audits, analyzing the identity management and implementing remote monitoring and response services.

From the beginning, **our number 1 priority has been to protect our people.** In this sense, we have achieved in less than 1 week to have **97% of everis, more than 28,000 people who work with us in 17 countries, are teleworking from their homes.**



The continuity of the business is about staying close to our customers, transparency and proactivity are more important than ever in order to ensure that they can count on us to help them overcome the current situation.

Being able to ensure productivity in a time of difficulty and uncertainty goes beyond deploying the necessary technology and infrastructure in record time. It is the fact that our organizations must be able to remain united and solidary. Our people must feel connected and able to support each other.



Fritz Hoderlein
everis CEO



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