A poll by top research & advisory firms says...

Market Outlook in 2020





55%

of tech vendors are projecting bookings decline¹

69%

of tech vendors are cutting OpEx¹

27%

of tech vendors are

reducing headcount¹



88%

of full time service engineer deployments are impacted²

- John Westfield, Partner & Practice Leader

We live and work in a vastly different world...

one we could never have imagined.

THE TIME TO "RESET" IS NOW

But Wait,

¹A TSIA poll on The impact of Covid-19 on Managed Services, Jeff Connolly May 5-6, 2020.

²The Pandemic Play Book For Tech Solution Providers, TSIA, Version 6, April 27 2020.

Managed Services & As-a-Service insights, ISG Index Q1 2020, April 08, 2020.

61%

On the positive side, Covid-19 is expediting timelines of new strategic initiatives.

59%

of tech vendors are devoting time to research, strategy, & planning³

of tech vendors are renegotiating

SLAs based on actual ability to respond to customer requests4

of tech vendors are changing

offer portfolios & pricing to meet

of tech vendors are investing in

& support offers remotely³

new capabilities to quickly deliver

customer crisis pressures⁴

³A TSIA poll on The impact of Covid-19 on Managed Services, Jeff Connolly, May 5-6, 2020 ⁴The Pandemic Play Book For Tech Solution Providers, TSIA, Version 6, April 27 2020

IN TIMES OF



now than at anytime in history.

– TSIA Executive, Managing Through This Crisis, May 5-6, 2020



Proactively Identify Ensure overall

A PHASED RESILIENCE APPROACH

Communicate **PREPARE** with employees, manage potential disruption preparedness stakeholders triggers clients & partners

Consider an agile & scalable crisis management approach



PRE WFH

Achieve 100% Work From Home (WFH) globally

Monitor & assess for course

correction

cybersecurity

Adapt to the

new normal

Launch

initiative

Ensure

employee well-being

Rethink

POST WFH

Corrective Interventions & Optimization



Employee

Challenges &

Think " future-readiness"

Framework for

WFH TRANSITION & STABILIZATION

Virtual hiring &

onboarding

Dashboarding Daily Impact Analysis

strategy

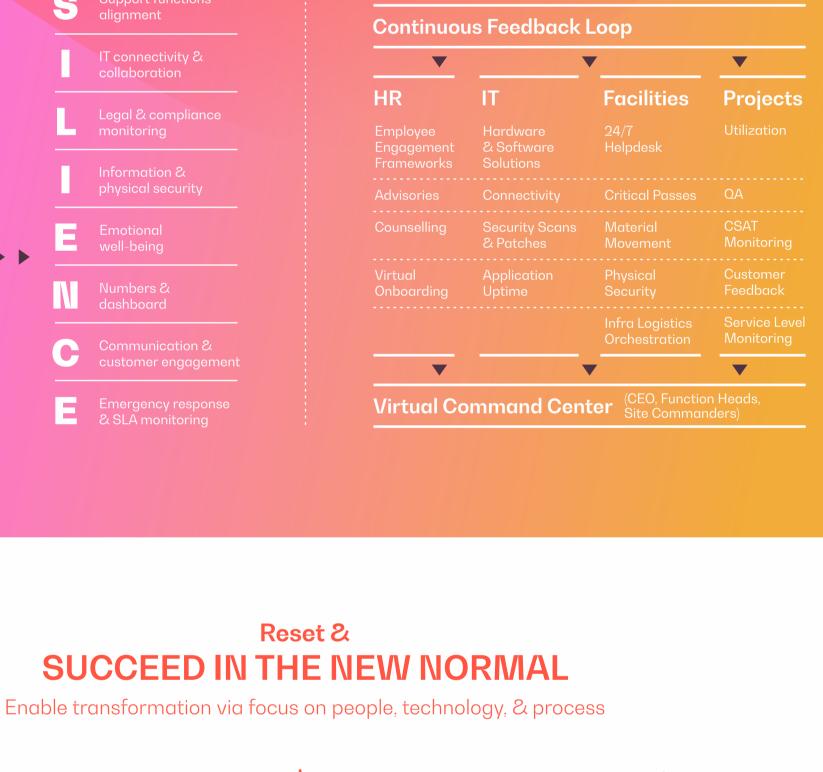
organizational

Invest in

innovation

Monitoring & Optimization Interventions





Meaningful employee Stronger engagement functional resilience

Digital

Enablement

Smart automation.

RPA. self-help. &

Augmented Reality



Transitioned

7000

call center employees

to work from home ...

Virtual Talent

Management

Remote workforce

management, virtual hiring,

training & onboarding



...within

48

hours...

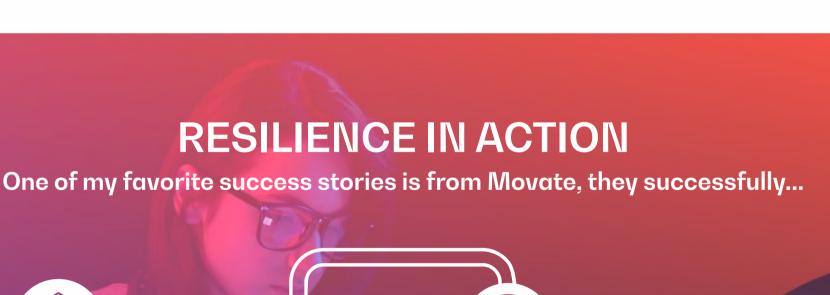




...across the

GLOBE...





...with virtually

NO DROP

in service levels.

New

Models

Outcome-based,

TCO-based, managed services,

gain-shared models

Better customer

value realization

NAVIGATE UNCERTAIN TERRAIN

Movate was one among the first few service providers to swiftly shift to a

John Ragsdale, Distinguished Researcher & VP of Technology Research, TSIA Technology support flourishes amid crisis, smartcustomerservice.com, May 14, 2020

100% remote work model through its proprietary RESILIENCE framework At A Glance Movate is a new age services company that harnesses the power of digital technologies to reimagine customer engagements

INDUSTRY ACCOLADES Since January 2018, Movate emerged as the most awarded mid-tier global services company with 40+ international awards. Here are a few...

Active

Customers

Engaged

Employees

Locations

Global Delivery

Outsourcing Provider 2020 Outsource Partner 2020 BIG Best Technical of the Year 2020 **Innovation Award Support Solution**



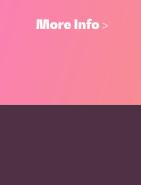
of the Year

Movate's digitally infused

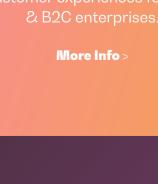
More Info

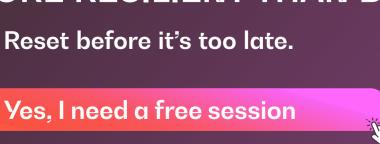
Interactions and

Resolutions











Yes, I need a free session

Related Information

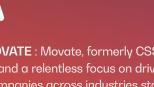
NelsonHall: Supercharged

AR Tech Support



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The Resilience to



ABOUT MOVATE: Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst-accredited companies in its revenue range, Movate helps ambitious, growthoriented companies across industries stay ahead of the curve by leveraging its world-class talent of over 11,700+ full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages.

HFS Hails

Movate's Resilience