

Building OPERATIONAL RESILIENCE

for thriving in the New Normal



Market Outlook in 2020

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



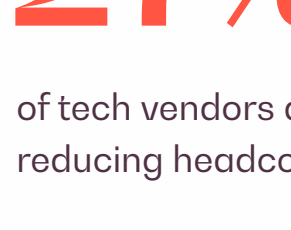
55%

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

But Wait, THE TIME TO “RESET” IS NOW

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

61%

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

59%

of tech vendors are investing in new capabilities to quickly deliver & support offers remotely³

48%

of tech vendors are renegotiating SLAs based on actual ability to respond to customer requests³

24%

of tech vendors are changing offer portfolios & pricing to meet customer crisis pressures³



There are more decisions needed now than at anytime in history.

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.
³Managed Services & As-a-Service insights, ISG Index Q1 2020, April 08, 2020.

We live and work in a vastly different world... one we could never have imagined.

– John Westfield, Partner & Practice Leader

IN TIMES OF BUSINESS DISRUPTION

High economic uncertainty

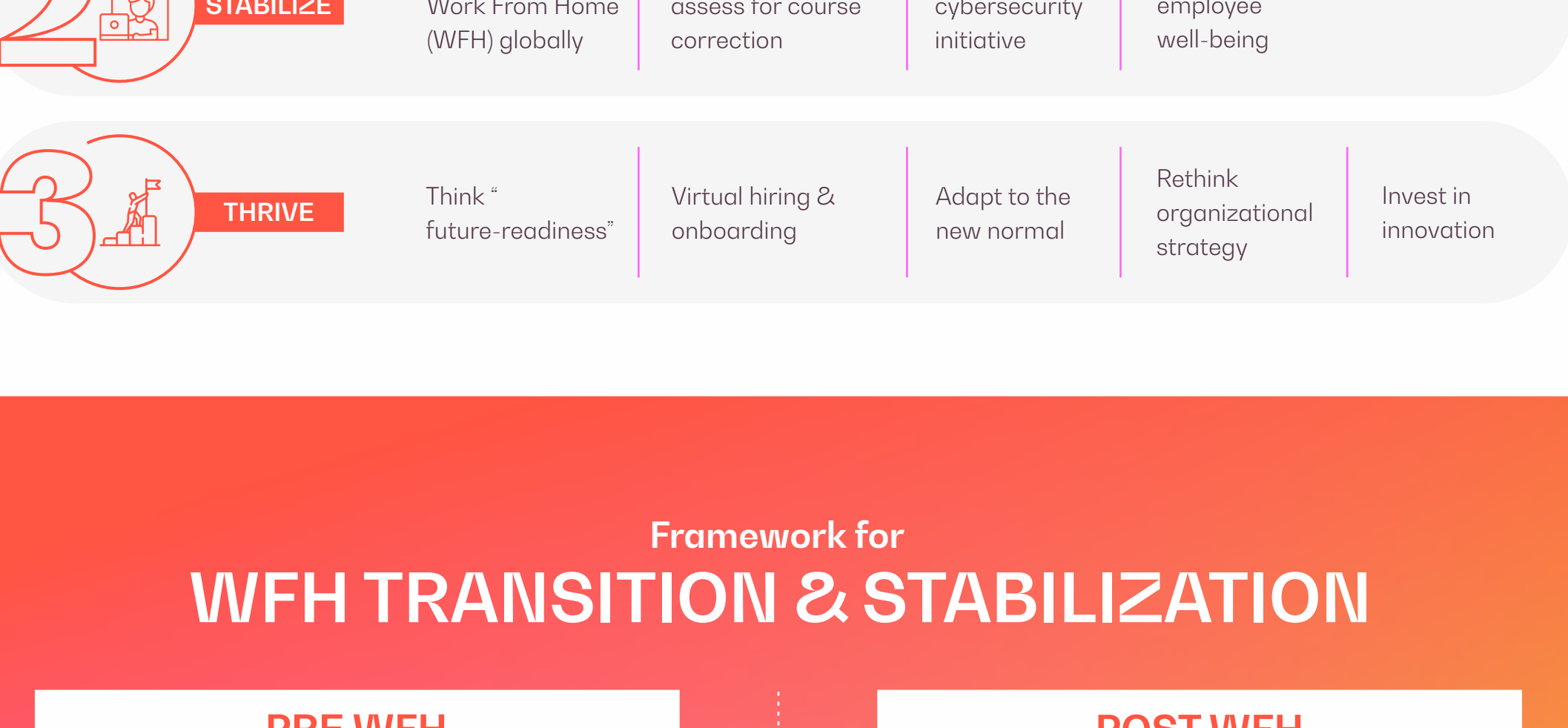


Low economic visibility

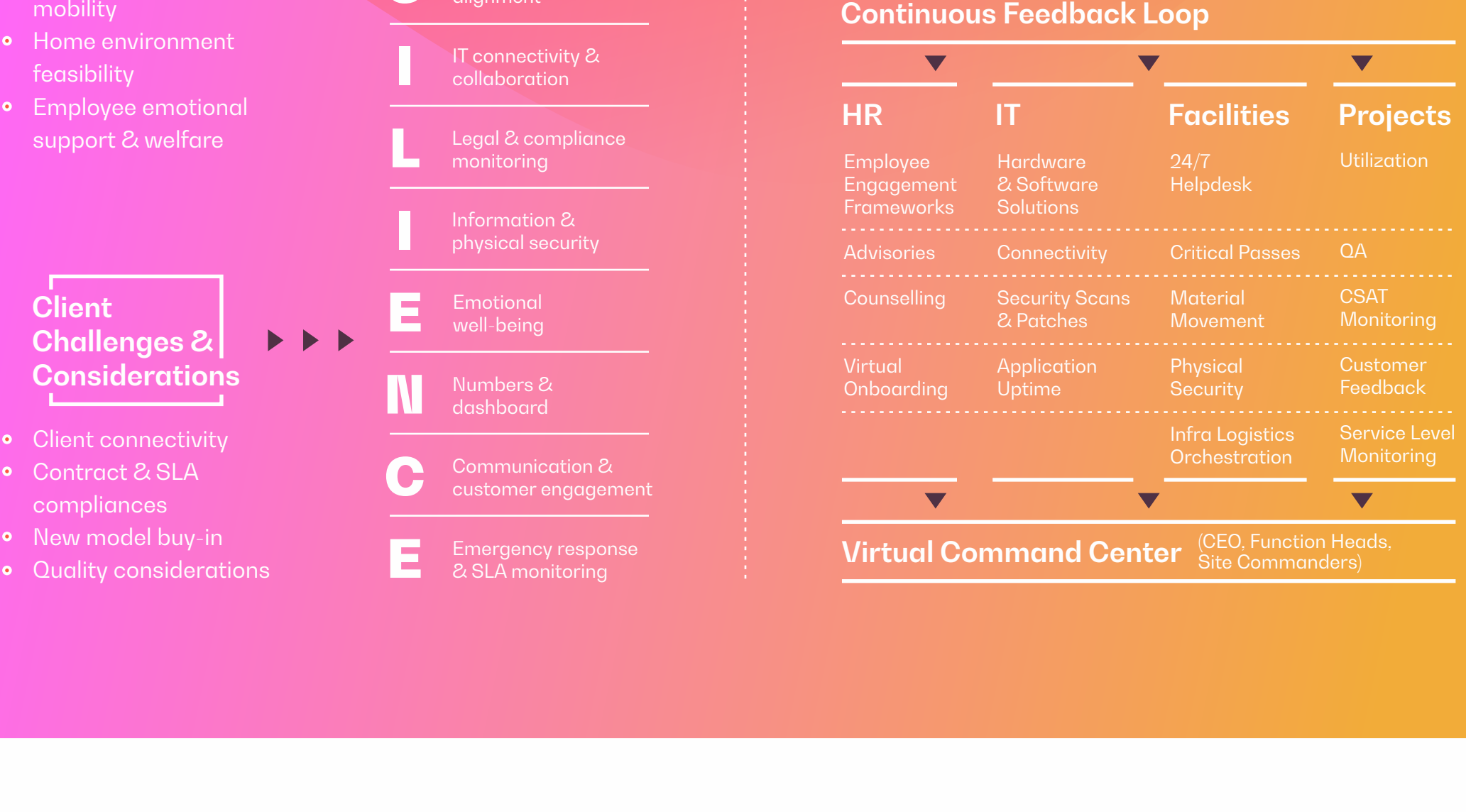
IS YOUR SERVICE PROVIDER RESILIENT ENOUGH?

A PHASED RESILIENCE APPROACH

Consider an agile & scalable crisis management approach

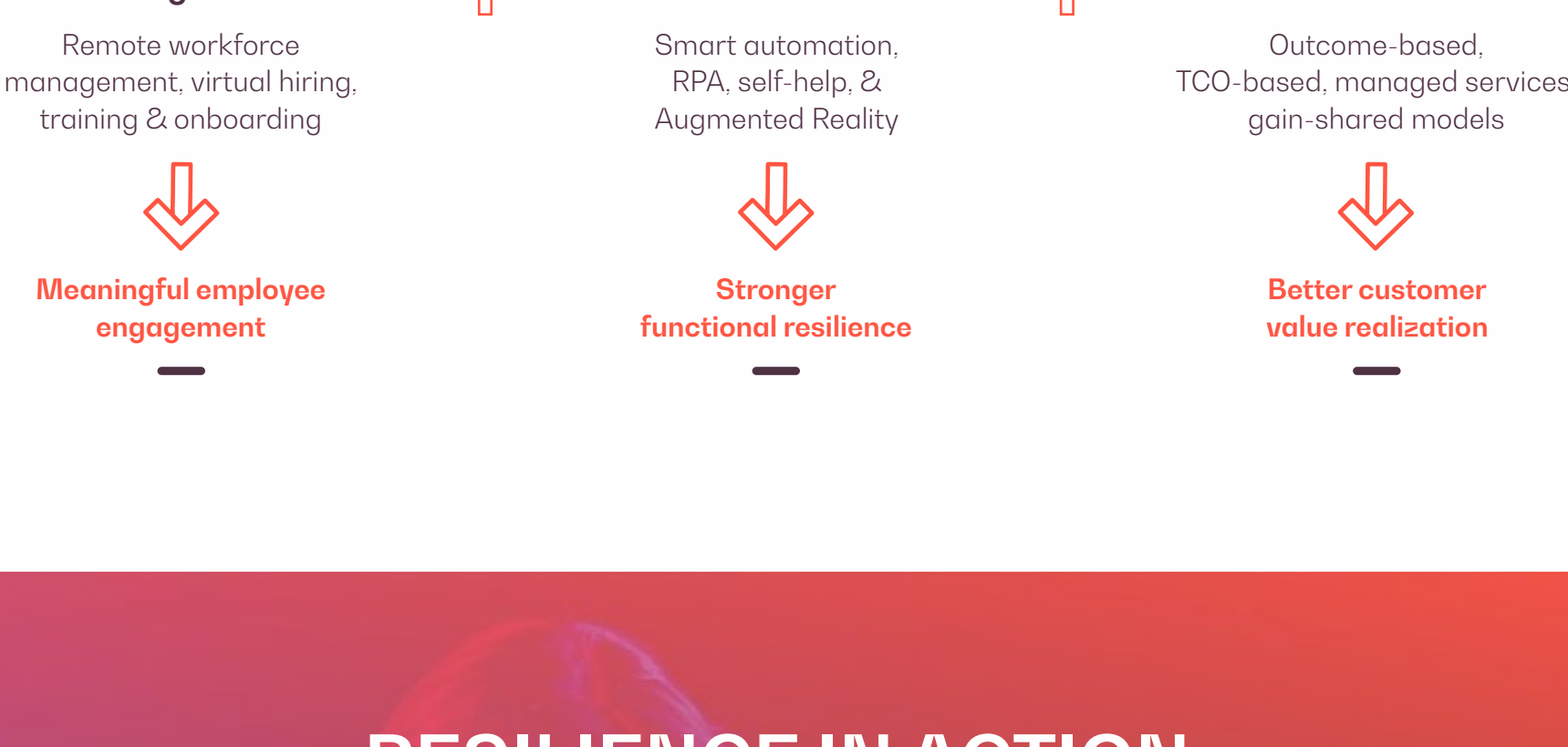


Framework for WFH TRANSITION & STABILIZATION



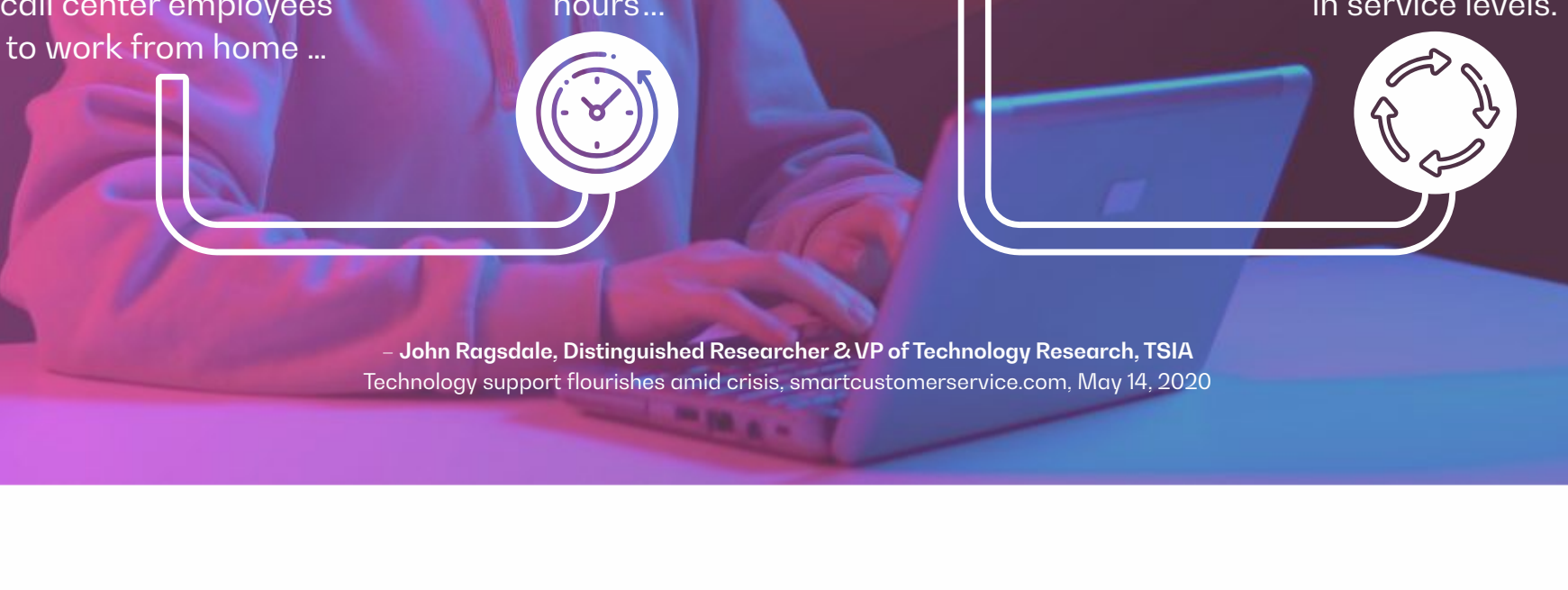
Reset & SUCCEED IN THE NEW NORMAL

Enable transformation via focus on people, technology, & process



RESILIENCE IN ACTION

One of my favorite stories is from Movate, they successfully...



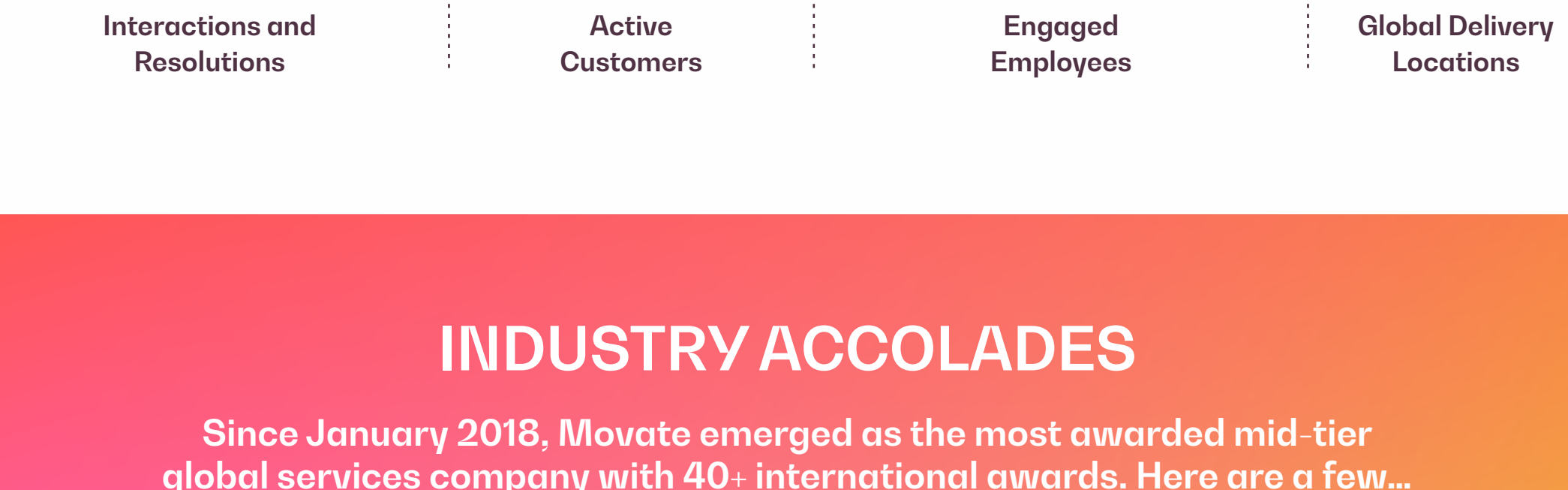
– John Ragsdale, Distinguished Researcher & VP of Technology Research, TSIA
Technology support flourishes amid crisis, smartcustomerservice.com, May 14, 2020

NAVIGATE UNCERTAIN TERRAIN

Movate was one among the first few service providers to swiftly shift to a 100% remote work model through its proprietary RESILIENCE framework

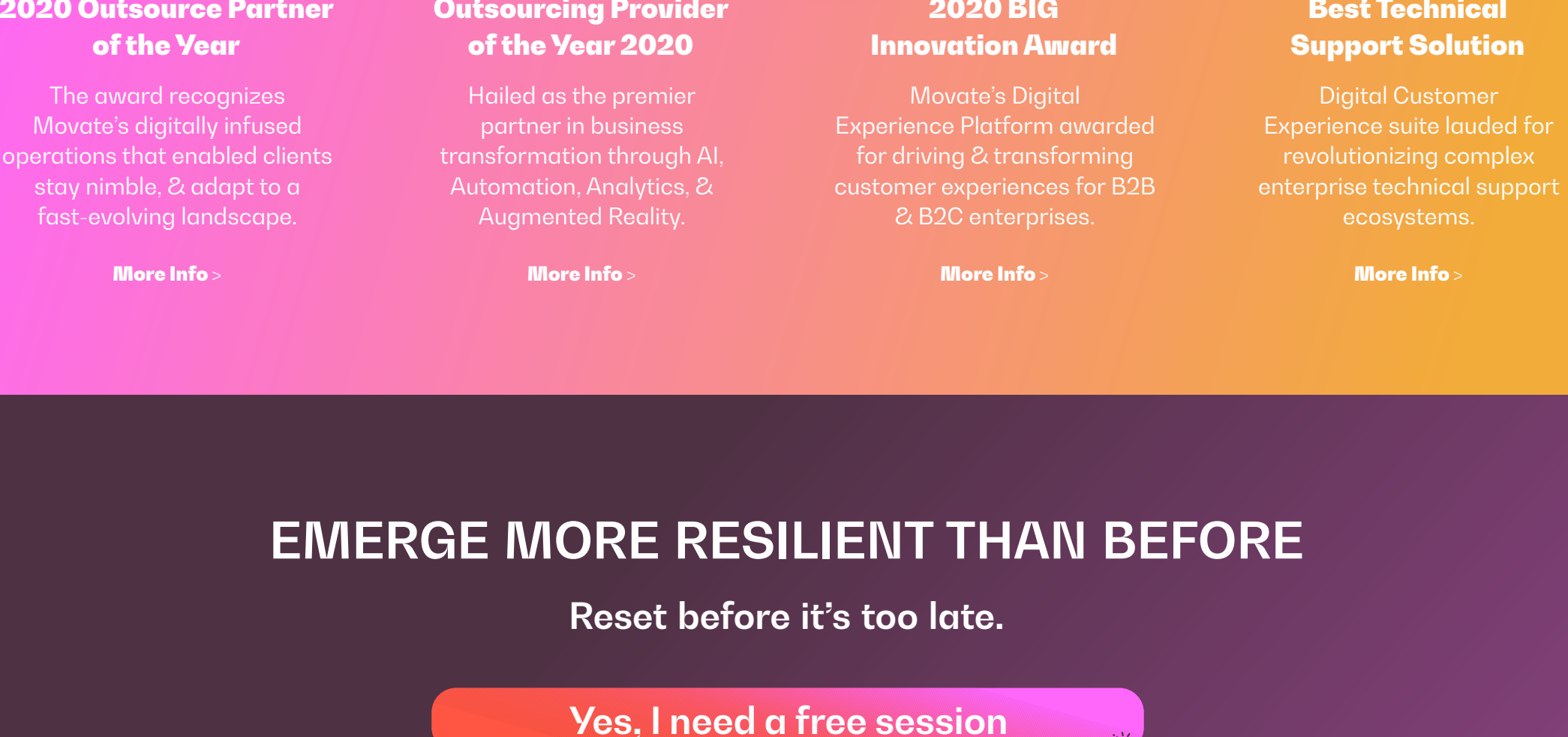
At A Glance

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...



EMERGE MORE RESILIENT THAN BEFORE

Reset before it's too late.

[Yes, I need a free session](#)

Related Information



BLOG

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REPORT

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VIDEO

The Resilience to Bounce Back