

COVID -19



Expleo Solutions Excelling Performance during the Pandemic with Resilience

HIGHLIGHTS

Remote
Support for
23
Countries

92%
Talents
engaged in
client
projects

100% WFH
Achieved
within 5
Business
Days

Zero days
disruption

Less than
10% Impact
in the short
term

~INR
6,50,000
Community
Support

The COVID-19 pandemic and its catastrophic effect on human life is like no other. In these times of uncertainty, the focus is on building resilience and maintaining business continuity whilst ensuring health and welfare of the team(s).

Digital adoption and collaborative tools are defining how seamless we can implement business continuity and fortify enterprise resilience. Keeping in mind the Information security and Data protection, we came up with resilient and secure solutions to ensure minimal disruption.

We have successfully implemented a three-pronged approach to handling the pandemic that exemplifies the digital and ethical foundation of our organisation as detailed below.

1. Leverage Technology to support customer needs
2. Prioritise employee well-being & Continuous engagement
3. Community support as a socially responsible organisation

With technology advancements proceeding at a rapid pace and customer demands becoming futuristic, it is imperative for organisations to **think bold and act reliably** to stay ahead of the competition.

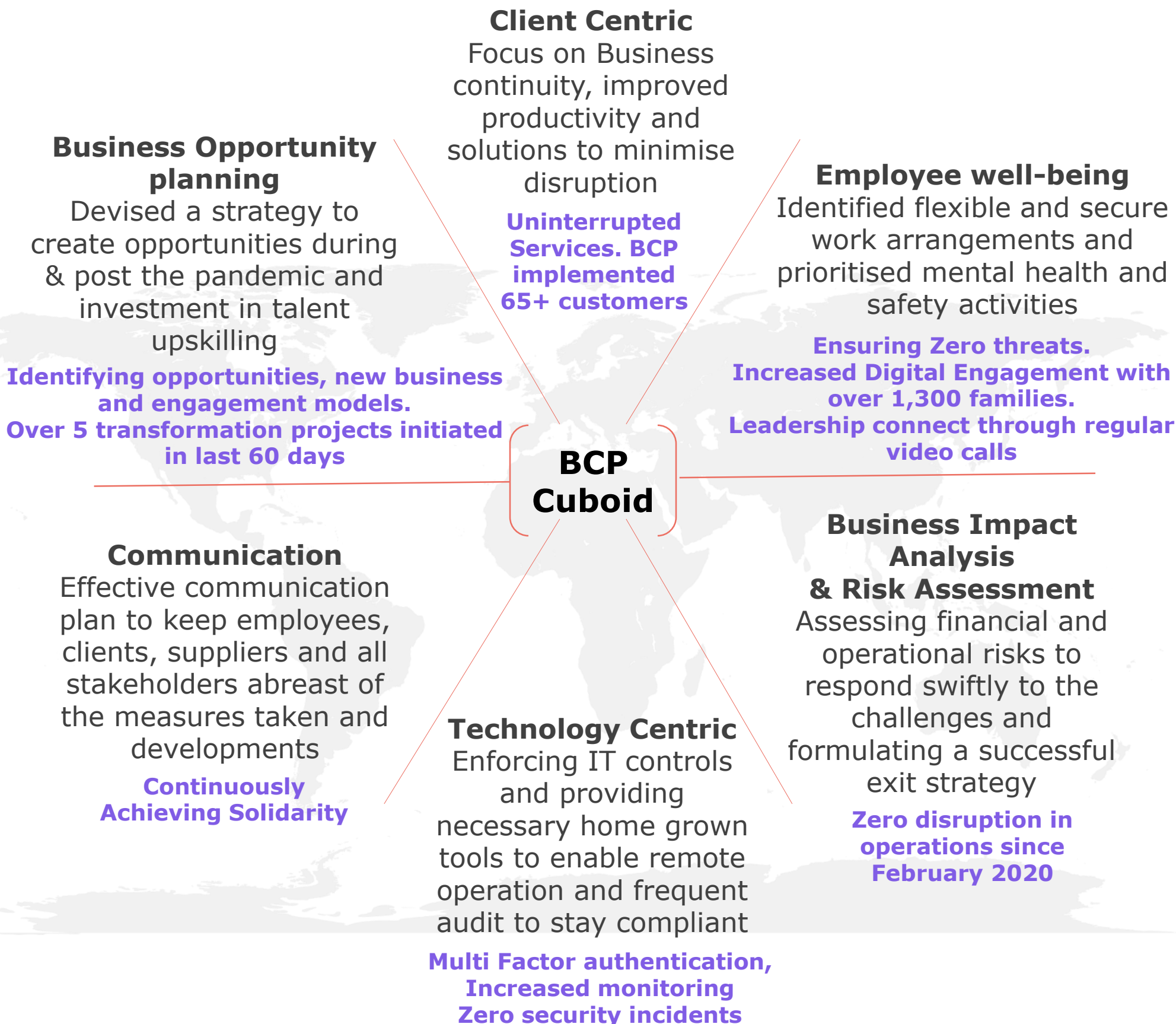
In this era of digital transformation, technology plays a crucial role in achieving business objectives, especially during disruptive times like the current pandemic. Expleo's handling of this crisis exemplifies its agility in harnessing technology to ensure its customers business objectives are met in a seamless manner.

Adapting to the new normal...

Before the emergence of Pandemic, design by Expleo!

Utilizing the time-tested business continuity and disaster recovery process, Expleo has been successful in supporting our clients business continuity planning (BCP) process.

Seamlessly managing risk and assuring business continuity



Client Testimonial

A British Retail Bank

In the Credit Cards area, we have been doing some covid special projects to help out customers and these have required very quick turnaround in terms of testing delivery.

In this context, I would like to really appreciate the efforts team Expleo have put through over the past few days despite limitations of working from home.

They have been highly proactive, agile and turned around things really fast. Their work is really valued and appreciated and I didn't want it to go unnoticed.

Kudos to them for setting some high standards!

One of the largest banks in the Philippines

I'd like to thank all of you and all your teams for your dedication and your unending support during these tough times. I can't stress enough my gratitude as well as the team's gratitude and also the ITSG leadership for all your efforts.

Thank you for accommodating all the short notice assessments/proposals and executions of projects which greatly help the organization to be a differentiator during these times.

Hope you can extend this to all of your teams that continue to be part of this great collaboration and relationship and as well to your leadership.

MARAMING MARAMING SALAMAT PO!

Customer Success Team, Expleo Solutions Ltd.

T. +91 44 4392 3326 • M. +91 73054 42377

customersuccess.esl@expleogroup.com

