

LEADING THROUGH THE CRISIS

Times of crisis in a business sector can often lead to an overall improvement if one takes insight and a little courage to make changes. Leaders must build adaptive organizations that rapidly respond to changing conditions, in order to deliver customer value and stave off competition and remain relevant.



1

TRIAGE – CUT & CONTAIN COSTS

Strategically cut non-critical costs to adhere to new targets and realign IT spend to support new priorities

- Bolster your employee's safety and virtual work capabilities
- Reduce IT costs and non-essential spend
- Negotiate investment from vendors on existing contracts
- Support the collections of outstanding receivables



2

RE-ESTABLISH PRIORITIES

Reorganize workforce to priorities, rationalize capabilities, renegotiate services, and realign to strategic priorities

- Identify technology capabilities required to enable new business priorities
- Pivot your operating model to increase IT organization agility, efficiency, and effectiveness
- Assess the skills needed for your company's future and protect critical talent
- Invest in operational enabler projects (experimentation at scale)
- Re-structure your vendor contracts and move to "rent model" as much as possible
- Expand supply chain to ensure supply chain continuity



3

EMERGE IN A STRONGER POSITION

Build a strategy that allows you to exit this interim period a stronger position post downturn

- Establish a virtual operating model that your company can use now and in the long-term
- Improve cyber and environmental security as you bring sites back online
- Update your demand planning to accommodate shifts in product and demand
- Invest in improved data and reporting, cleanse and govern master data
- Improve business continuity planning
- Re-train and acquire new skills for your employees and organization and if required, shed resources that are no longer relevant in the new strategy