# How COVID-19 has impacted APAC ICT Markets

Telstra

Businesses worldwide have been disrupted by the global COVID-19 outbreak, with reduced demand, supply chain disruptions and lockdown measures restricting operations.

To identify technological challenges and forecast the industry outlook post-recovery, Telstra commissioned GlobalData[1] to interview 120 business leaders across three continents on their organisation's response to the pandemic. Here are some key findings from the report.
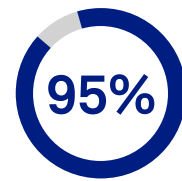
Business Continuity Plan (BCP)
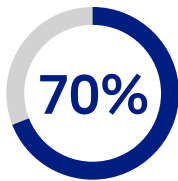
70%
Had remote working arrangements for only half of their workforce or less, prior to COVID-19.

20%
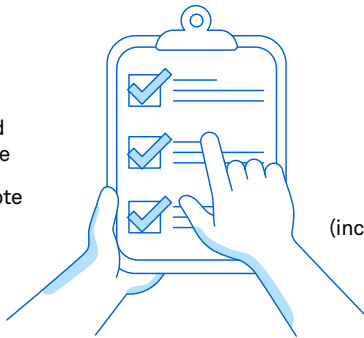Said their BCP fully prepared them to deal with the pandemic.

95%
Now have remote working arrangements for employees.

Key business priorities

Top 3 key priorities

- Safeguarding employee health
- Improving ICT and security resilience
- Ramping up remote working

Top 3 remote working investments

- Cloud-based collaboration
- Additional VPN capacity
- Hardware (including laptops)

80% of respondents plan to introduce or expand existing online unified communications and collaboration tools.

Obstacles to remote working

4 in 5 organisations have employees who are unable to work remotely due to technology issues – such as accessing corporate systems from home.
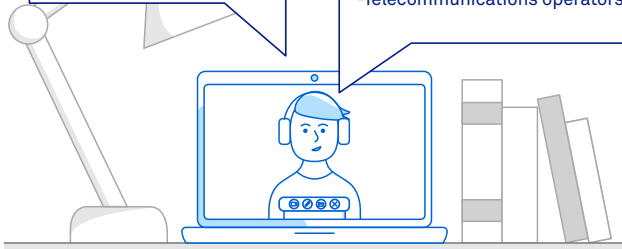
Top 2 remote working challenges

- Improving security posture
- Addressing skill shortages
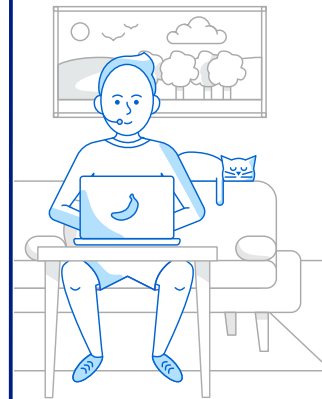
When engaging service providers

93% require a flexible contract model (e.g OPEX, pay-as-you-go)

Top 2 vendors in demand
-Cloud Service Providers
-Telecommunications operators

After COVID-19

98%
Say video conferencing will increasingly replace face-to-face meetings.

95%
Will enable more employees to work remotely.

95%
Will accelerate their move to the Cloud to support evolving work and IT requirements.

66%
Say COVID-19 will change their business forever.

Contact your Telstra account representative for more details.

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