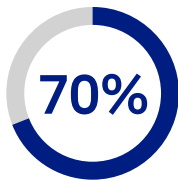


# How COVID-19 has impacted APAC ICT Markets

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<sup>1</sup> to interview 120 business leaders across three continents on their organisation's response to the pandemic. Here are some key findings from the report.

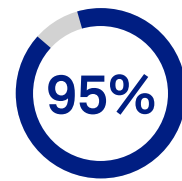
## Business Continuity Plan (BCP)



Had remote working arrangements for only half of their workforce or less, prior to COVID-19.



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

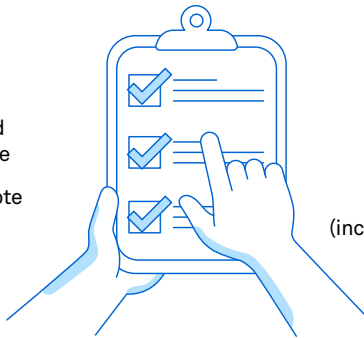


Now have remote working arrangements for employees.

## 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)

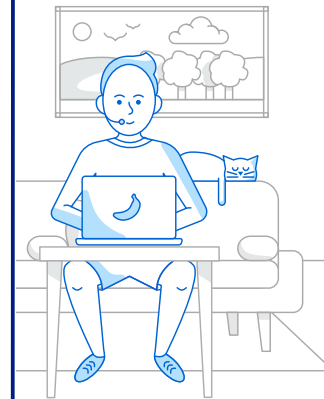
80% of respondents plan to introduce or expand existing online unified communications and collaboration tools.

## 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

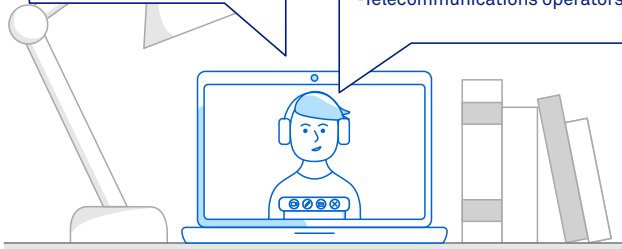
- Improving security posture
- Addressing skill shortages



## 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



<sup>1</sup>GlobalData, Business Continuity, Flexible Working and Adaptive Infrastructure: 5 Actions for When the Economy Reopens, May 2020

## After COVID-19



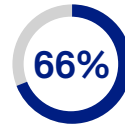
Say video conferencing will increasingly replace face-to-face meetings.



Will enable more employees to work remotely.



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



Say COVID-19 will change their business forever.

Contact your Telstra account representative for more details.

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