

Liquid Digital Workplace



an NTT DATA Company



Given the current circumstances which we are experiencing with COVID-19, **we must adapt** to this economic and social reality which evolves daily.



Faced with this challenge, being able to have our teams and companies teleworking is an efficient and viable approach for all of us. In fact, at everis we strongly believe that work is no longer conceived in a specific physical space, making teleworking a reality which we must integrate into our day-to-day life.

Within our organisation, we have a strong emphasis on helping our people through a series of flexible policies, collaborative work methodologies and time management and of course, relying on the appropriate tools, infrastructures and technological platforms.

In these times of uncertainty, people are our top priority, and helping us protect our teams, everis are making available two *ready-to-run* solutions which will improve the teleworking experience for companies and organisations. We are offering these solutions completely free of charge for 6 months(*), with the aim of boosting productivity and the management of knowledge within your Digital Workplace: **TÖGÖ & Knowler**


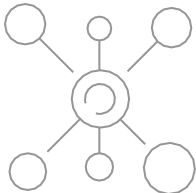

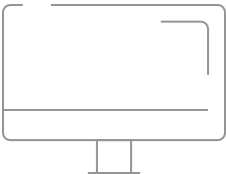

These are two solutions which naturally integrate with Office 365 and Teams. With **Knowler** you will be able to connect people, emails, documents, projects, structured data and any other kind of relevant company information, obtaining significant, accurate and updated knowledge for each individual.

With **TÖGÖ**, you will be able to create, consult and organise information targeted towards the collaboration and elimination of silos, promoting social communication and increasing the productivity per employee.

Because together we can overcome adversity by being part of the change.

We rely on
**5 points of
action.**



| | | |
|---|---|-----|
|  | Implementation and culture | 01. |
|  | Collaboration, communication and networking | 02. |
|  | Devices | 03. |
|  | Platform | 04. |
|  | Security and governance | 05. |



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With this change in our ways of working, **it is essential to find change accelerators.** And there is no better way to embrace change, then to appreciate what it brings us now, which we could not enjoy before. **TŌGŌ and Knowler will help you make these change efforts natural** due to the benefits they provide you in productivity and efficiency. You will manage to switch the existing knowledge of your organisation into a competitive advantage.

How can I help my team, partners and leaders, to work remotely without affecting productivity?




We know that teleworking is not only about being able to **execute the daily tasks** from home, using the tools that the organisation makes available for the employees, but also having the **capacity to communicate, collaborate, plan tasks, manage teams and achieve results** remotely.

With this in mind, **organisations** must be attentive, not only in ensuring that their teams **have, know and understand how to use the tools**, but must also be capable of developing the necessary skills and behaviors in these new ways of working, encouraging a new culture of remote working and helping to manage people's moods and emotions.

At everis, we know that promoting **awareness and communication, training, mobilisation and support for the organisation's leaders**, along with the measurement and recognition, are the keys to success in adopting the new tools and ways of working.

And always following a **user-centered approach**, supported by the proper **division** of the different groups that make up the organisation and based on the different **specific use cases**, so that they are able to respond to the needs of employees on a daily basis.



How can we
**continue working
together**
without losing
efficiency?



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Collaboration must allow us to have online meetings, group chats, manage files, as well as group tasks. Our users must be able to **organise and work remotely in the same way they would do in a room, or in front of a whiteboard.**

As it is
naturally
integrated with
Office 365 and
Teams, you will be
able to **access the
features**
that these tools
provide without
having to leave the
interfaces that you
are used to.

Co-editing files or being able to share notes in real time is already 'the norm', thanks to the new technologies available in Office 365 such as Microsoft Teams. Thanks to the everis TÖGÖ solution, users are now able to organise themselves in different **social communities** where they can share their work easily. This allows them to effortlessly integrate information originated in Microsoft Teams groups.

It is important that employees are completely **updated through internal communication**, which must be agile, with multiple options to give feedback, multichannel, multilingual and reliable. A good internal communication system must allow us to reduce the misinformation caused by unreliable external sources.

Information which is relevant to each employee must be **promoted** based on systems which are driven by the **user's activity** (with which they interact) or by means of **AI**. Users must be able to connect with **experts in each area or technology**, including access to their profiles and discovering the topics which are trending in their network.

With **Knowler**, the information you find will be the information relevant to you, since all the entities of your organisation are profiled using the most advanced AI, so that you are able to find the data, text, people or entities which make up your ontology.



everis Digital Workplace Products

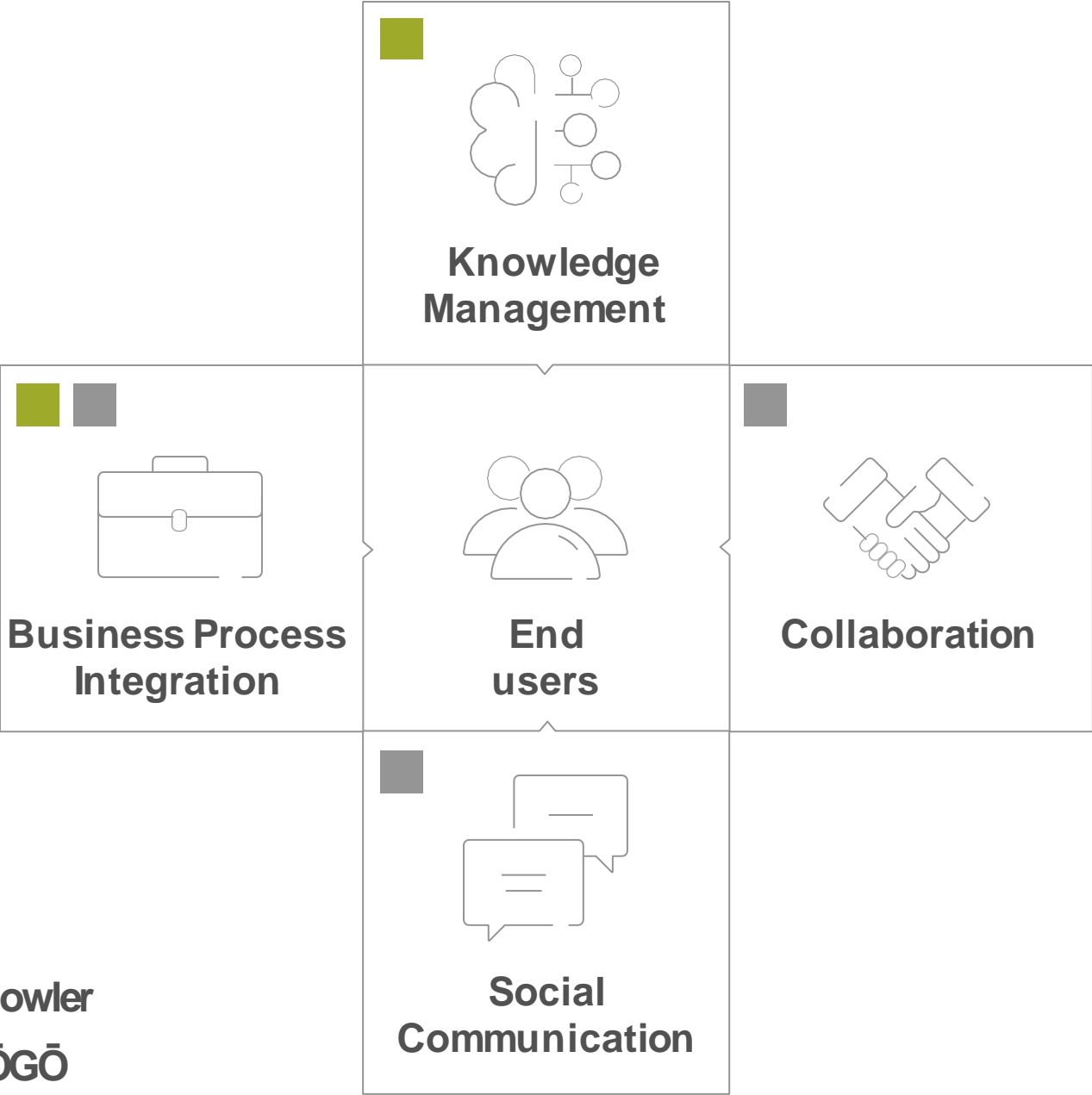


everis knowler

Knowler will analyse your structured and unstructured information, creating a knowledge lake within your organisation which will allow you to find the most relevant information on each person. It will provide you with customised recommendations based on your profile, delivering the most accurate information and which best adapts to your needs.

everisknowler.com

-  everis knowler
-  everis TŌGŌ



everis TŌGŌ

TŌGŌ offers a DWP based on Communities, where users can create social communications, collaborate and integrate using Microsoft TEAMS, enjoying a unified social experience.
everistogo.com

What **technical resources** do I need and how are they **incorporated** into the corporate systems?

Providing our employees with proper access, device and security is essential in order not to affect productivity, so that they can collaborate and work from anywhere, anytime and from any device.

Under this new model, we need to have control over the different corporate devices, thin clients as well as BYOD laptops or mobiles, to provide secure and controlled access to corporate resources. **Using unified management platforms (UEMs) such as Microsoft Intune or MobileIron, we can integrate these devices to the new workplace model.**

It is important that the employee always has all the different workplace elements available, such as the devices or BYOD, communication and access devices, which must be monitored and managed, to avoid possible risks or loss of information.

What technological environment do I need and how do I deploy it?



The transformation of the workplace begins with a **transition to the Cloud** and thanks to powerful **platforms such as Azure, Office 365, Microsoft Teams or SharePoint**, we can **continue working with applications and collaborating** with our clients and partners in different environments with **total and global availability**.




Enabling new platforms such as **desktop virtualization**, for example the Windows Virtual Desktop technology, which enables us to be able to use desktops in the cloud, allowing us to have a consumption per use and which will help us accelerate transformation and mobility.



Setting a path towards the **transition to Cloud from on-premises platforms or a hybrid model** is key to facing the challenges of the new workplace. Where productivity enhancement, user impact, costs, services, operation, security and governance must all be taken into account.



A woman with curly hair and glasses is sitting on a light-colored sofa, working on a laptop. She is wearing a white long-sleeved shirt and blue jeans. The background shows a modern living room with a large potted plant and a window with blinds. A green rectangular box is overlaid on the image, containing the text.

How can I be sure
that **information**
remains within
the corporate
sphere?



everis offers its clients, especially the CISO and the DPO, services which are **flexible, fast and which we can provide in full compliance** with the most demanding cybersecurity regulations.



External perimeter security analysis:

our entry points to the organisation are more critical than ever, since we depend on them so employees can carry out their jobs. Our objective is to analyse the risks in order to detect any weakness which may compromise the assets and / or data of the organisation.



Assistance for continuity of business:

at the moment, all clients are reviewing their business continuity plans to relocate employees. But, the plan must evolve and adapt to the changing circumstances, which our team is capable of providing advice on this evolution.



Virtual CISO and DPO:

remote support to the CISO and DPO to update security policies, risk analysis and information classification, so that they can be shared through email or repositories. Support to the DPO to ensure that personal data is handled properly.



Virtual Incident Response:

virtual support on attacks, which is complemented by our solution for the automatic reporting of phishing.

How can we help you?



■ Today

Analysing your current teleworking situation and preparing the access to collaborative tools (e.g.: Microsoft Teams) will allow you to work from home, carry out video calls and interact with colleagues, customers, partners or suppliers in real time and without affecting the continuity of business.

Reviewing the current condition of your devices and workstations (antivirus, updates, etc.).

Analysing the security perimeter and launching a remote incident support service.

■ Tomorrow

Preparing and launching communication actions which are focused on publicising the benefits of using the tools and enhancing the habits associated with creating an “effective” space at home, and ensuring both the implementation of a new way of working with the well-being of your employees.

Implementing a governance model and enabling an access to a training portal with online workshops and learning resources to support the users.



Day after tomorrow

Implementing virtual desktops in the cloud such as Microsoft Virtual Desktop to provide secure access to applications from anywhere.

Preparing **templates to use in Microsoft Teams** to ease the collaborative work and / or digitise daily tasks.

Analysing your external exposure, identifying possible security vulnerabilities as well as providing remote CISO services.

Launching and **boosting communities** to provide support and answer questions from the users and carry out concrete actions with the organisation's leaders through a network of ambassadors.

Carrying out a “fast assessment” of the contingency plans and business continuity.

Next week

Implementing the Knowler solution to analyse and connect all the structured and unstructured information of your organisation, allowing this knowledge to be made available to those who need it and in a customised way, using the tools you are used to, due to its native integration with Office365 and Teams.

Implementing the everis TÖGÖ solution, developed on Office 365 and integrated with Microsoft Teams, to ensure an improved communication, collaboration, corporate social network and improve employee productivity.

Determine and set up the advanced security in a collaborative environment with Microsoft 365 capabilities, such as double factor authentication, biometrics, or data and device security.

In two weeks

Measuring the impact of the actions carried out and the use and endorsement of the tools, as well as conducting user experience analysis workshops to understand the difficulties, challenges and opportunities that exist in order to put into action transformation and improvement plans.

Performing external / internal security audits, analysing the identity management and implementing remote monitoring and response services.

From the beginning, **our number 1 priority has been to protect our people.** In this sense, we have achieved in less than 1 week to have **97% of everis,** more than 28,000 people who work with us in 17 countries are now teleworking from their homes.

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The continuity of the business is about staying close to our customers, transparency and proactivity are more important than ever in order to ensure that they can count on us to help them overcome the current situation.

Being able to ensure productivity in a time of difficulty and uncertainty goes beyond deploying the necessary technology and infrastructure in record time. Our organisations must be able to remain united in solidarity. Our people must feel connected and able to support each other.



Fritz Hoderlein
everis CEO



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