**Grant Thornton**

# Enabling a remote banking workforce during COVID-19
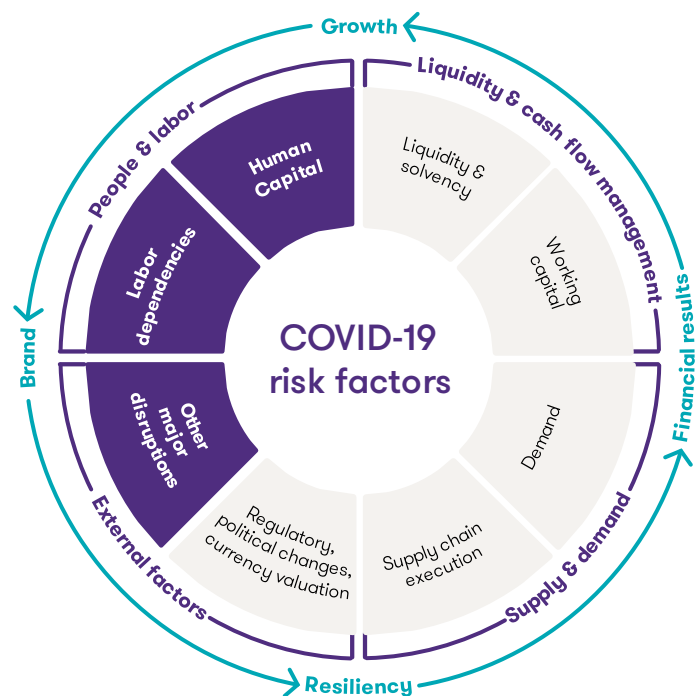
## Immediate actions to enable a productive remote workforce

### Evaluate and identify fixes to enable remote banking operations

With as much as 100% of the workforce now remote in response to COVID-19, business systems are over-extended or reactively deployed. The need to identify opportunities for quick fixes is apparent. Action plans to remediate performance and compliance issues and enable business operations across the front, middle and back office to succeed remotely are critical.

### Remediate impacted business functions

In the band-aided technology environments rising in response to COVID-19, many organizations know the people, process or technology challenges that need to be addressed immediately. Technology experts can enhance and accelerate internal efforts to remediate these challenges, returning organizations to a productive and secure state with an effective remote workforce.

COVID-19 risk factors

- Growth
- Liquidity & cash flow management
  - Liquidity & solvency
  - Working capital
- Financial results
- Supply & demand
  - Demand
  - Supply chain execution
- Resiliency
- External factors
  - Regulatory, political changes, currency valuation
  - Other major disruptions
- Brand
- People & labor
  - Labor dependencies
  - Human Capital

**Resiliency starts with a commitment to identify and mitigate remote workforce impact that can further disrupt your business**

# At the ready to help you

## Remote Workforce Enablement Plan

Assess current remote workplace based on people, process, technology, regulatory requirements and culture, covering:

- Remote workforce operations and business support
- User adoption and technical support
- Workforce enablement
- Workforce effectiveness measures

**1 week**

**OUTPUT**

Remote Workforce Enablement Plan that outlines fixes in the categories of people, process and technology, including:

- Prioritized impact areas
- Action plan to remediate

## Remote Workforce Solution Implementation

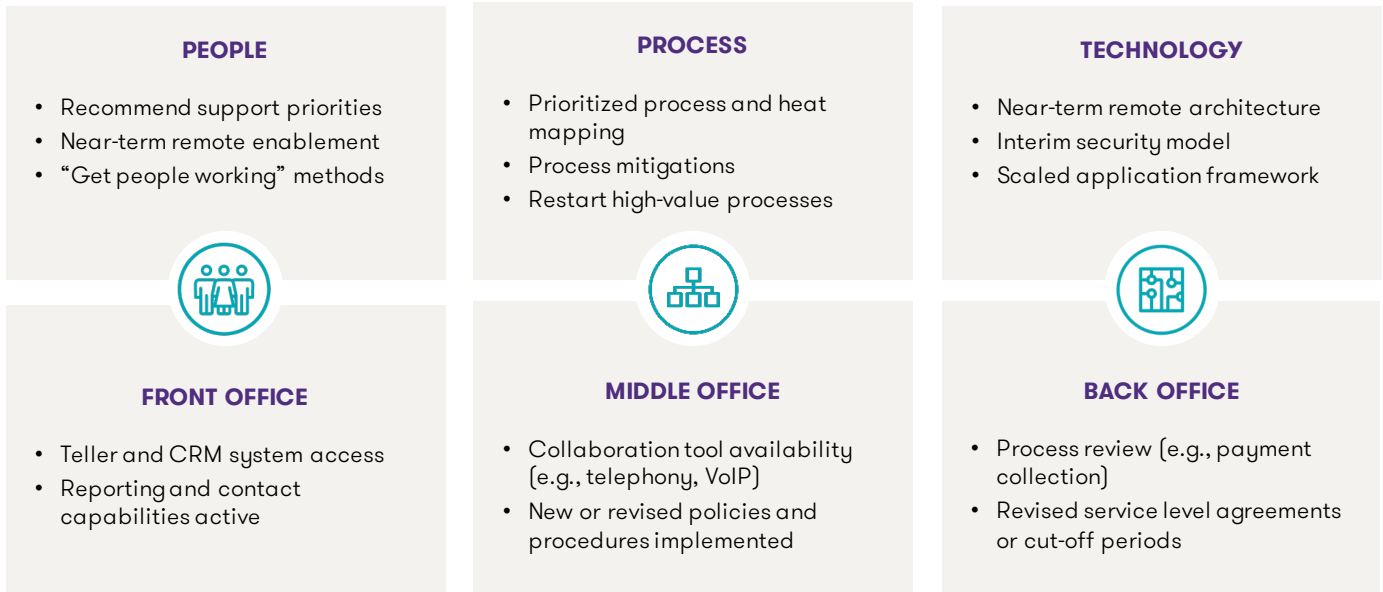Technology experts engaged to remediate challenges such as:

- User support impact solutions
- Workforce enablement and adoption plans
- Remote platform scaling to provide or improve systems
- Remote-enabled metrics, measures and governance

**1+ months**
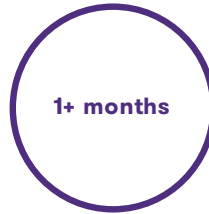
**OUTPUT**

- Remediated business processes
- Acceptable operational remote workforce performance

**Our assessment focuses on 3 key areas across the front-, middle- and back-office banking functions.**

### PEOPLE

- Recommend support priorities
- Near-term remote enablement
- "Get people working" methods

### PROCESS

- Prioritized process and heat mapping
- Process mitigations
- Restart high-value processes

### TECHNOLOGY

- Near-term remote architecture
- Interim security model
- Scaled application framework

### FRONT OFFICE

- Teller and CRM system access
- Reporting and contact capabilities active

### MIDDLE OFFICE

- Collaboration tool availability (e.g., telephony, VoIP)
- New or revised policies and procedures implemented

### BACK OFFICE

- Process review (e.g., payment collection)
- Revised service level agreements or cut-off periods

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