

Our Business Continuity Plan

Throughout the Pandemic





It is our utmost priority to deliver the best to our customers even during the pandemic, and also keep our health in check.”

Atul Gupta

Founder & CEO, INSYNC



INSYNC

We Connect. You Grow.

As a globally-leading Digital Solution organization, it is crucial for INSYNC that we **continue to maintain the pace and performance of our business and deliver to our customers** with the highest level of dedication, enthusiasm and availability in the time of the pandemic.

We have utilized the positivity and support of all our stakeholders in building and nourishing our resources, which can help us execute our goals while we help our customers achieve success in their verticals and cope up with the global crisis.



IT Infrastructure

Efficient IT support for either a hybrid or a completely work from home module.

- ✓ Transitioning from **desktops to high-performance laptops**
- ✓ **Enhanced security and monitoring** of applications for remote access.
- ✓ **Remote process** of corporate laptop management and efficient training
- ✓ **Regular review** of the number of application licenses
- ✓ **Up-to-date applications** for smooth work and systematic reviews
- ✓ Regular **work from home infrastructure check** with robust metrics



Precautions and Countermeasures

- The **responsibilities of software & hardware vendors according to SLAs** in case of emergency situations has been amended in the contract documents.
- As per our continual program we have **increased the Performance Awareness campaigns** for specific cases of social engineering attacks in communications related to crisis.
- **Production workloads running on cloud was taken care of** to prevent catastrophic events in the cloud infrastructure in case of remote operations.



Operations

We have updated our operations approach and are well equipped to work from anywhere

- ✓ To address the global catastrophic situation, we have been supportive and understanding, trying to enhancing our relationships with vendors, partners and customers by offering **availability during off hours** when in need and continue to provide **real-time support**.
- ✓ We understand that some customers are facing low business volume due to the pandemic, we are supporting them by **providing relief in our renewals**.
- ✓ Our team is trying to make most out of the pandemic to **ensure that delivery is on time and up to the customer's expectations**. Prompt use of chats and calls is ensured for smooth communication.



#InSyncisListening

Ensuring a well-knit structure within our teams and with the community

- Positive spirit has allowed us to turn the pandemic into an opportunity, within the remote work structure we are saving a lot of time which is being utilized to **develop and deliver better**.
- We **ensure collaboration within team members, customers and partners** through Microsoft Teams, Outlook and PMS as primary tools enabling screen-sharing and video-enabled virtual meetings.



Sales and Support

We ensure resilient sales, implementation and support to our prospects and existing customers.

- ✓ **Seamless virtual communication setup** with the latest software and systems ensuring great sales and support experience.
- ✓ **Robust CRM in place** for managing direct and channel sales for efficient and secure process management.
- ✓ **Hiring additional members** in the team for continuous and uninterrupted service in case anyone is unwell, considering the uncertainty due to COVID-19.
- ✓ **Resilient operations of regular implementation processes** with multiple projects and continuous support to existing live customers.



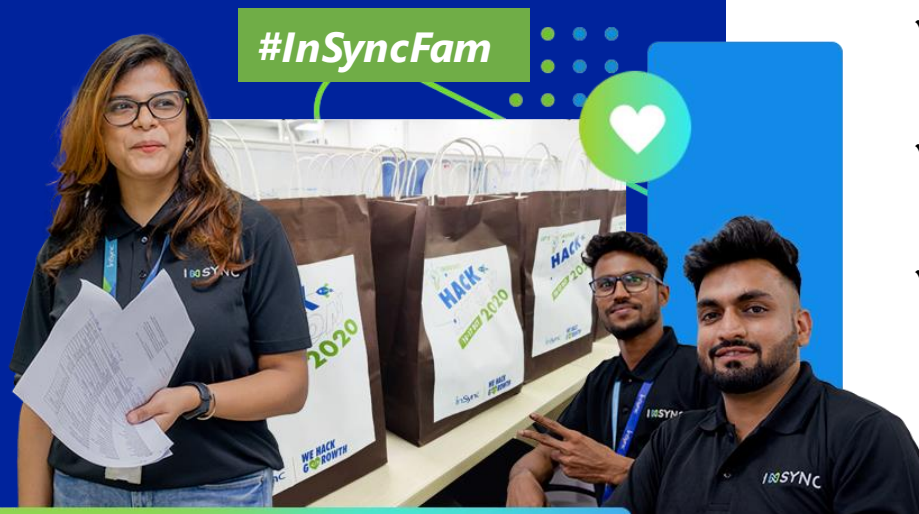
Collaboration, Process Automation and State-of-the-art Equipment

- All direct and channel sales employees are equipped with the *latest laptops and high-end noise cancelling headphones* for a seamless digital communication experience.
 - All data are being managed within OneDrive instead of any physical storage with proper access roles and permissions.
- ✓ **High performance laptops**
 - ✓ **High-end noise cancelling headphones.**
 - ✓ **Robust CRM (Dynamics 365)**
 - ✓ **Secure Communication**
 - ✓ **Efficient File Management (OneDrive)**
 - ✓ **File access roles and permissions.**

Employee Well-being and Team Spirit

We continually support our team with whatever they need to ensure increased productivity and motivation.

- ✓ To safeguard the health for all, we **mobilized our workforce into a completely work-from-home module** (with hybrid support whenever needed).
- ✓ **Regular team meetings and workshops** are done with the leadership and all the departments so that everyone stays aligned to the goals.
- ✓ **Contingency fund, interest-free loans** and other help to employees are enabled to support them in this time of crisis.
- ✓ **Regular workshops on mental health** with professionals to reach out to our employees to address any difficulties they are facing.
- ✓ Employees tested positive for COVID-19 are *allowed to take paid leaves* in case they feel very sick.
- ✓ Our **Response Committee/Help Desk is available round the clock** to support the employees in case of any need, online or offline to ensure smooth work.





In the time of this pandemic, we have made sure all the employees feel **connected as if we are **one big family!****

Thank You.

Stay Safe.

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We Connect.
You Grow.

INSYNC supports transforming solutions and is ever more determined to help its customers achieve success in their verticals and cope up with the global crisis

For more information, visit:

insync.co.in/business-continuity-plan-pandemic