

COVID-19: Five Key Findings and Measures

Organization

Our organization maintains a type of crisis team made up of dedicated colleagues. This has a military ring to it and is rather untypical for UMB, as we usually act very pragmatically. However, the fact that in the event of a crisis it is not necessary to first determine who sits on this body has saved us valuable time.

Communication and Transparency

Our management team is kept informed on a regular basis via a special channel in Microsoft Teams. A group-based chat allows questions to be asked and topics to be discussed - with management as well. Official communication with all fellow employees takes place via our SharePoint-based intranet. To inform our customers about our measures, we have summarized the most relevant information in a public statement.

Decisiveness

A decision is better than no decision. Short decision-making processes, speed, and agility are distinguishing characteristics of UMB. This has enabled us to act and communicate quickly.

Culture and Governance

At UMB we foster a culture of transparency, independence, and trust. UMB

is prepared for a possible home-office scenario not only from a technical but also from a cultural point of view. After all, the introduction of modern technologies does not automatically translate into a new way of working. The example set by management and clear governance support the introduction of new collaboration technologies.

Modern workplace

Last but not least, today's technical possibilities help to deal with the situation.

Proper equipment: UMB employees are all equipped with a notebook/ MacBook. Currently, all have been instructed to take their personal equipment home in the evenings in order to be able to work remotely if required.

Remote access: At UMB, working from home is nothing unusual and sometimes even desired in order to be able to work as efficiently as possible instead of wasting time in traffic. Therefore, no additional technical measures had to be taken to be prepared for the worst-case scenario. UMB primarily relies on cloud based applications that by definition are accessible from anywhere. For specific exceptions, access via Citrix and Direct Access is provided.

Collaboration platform: The basis of our daily work is Microsoft 365, a

Conclusion

Unfortunately, the ski and après-ski feeling cannot be conveyed via this communication channel, but thanks to our modern workplace we were able to reschedule our management team workshop at short notice. Thus, decentralized workshop groups will dial in and exchange information via Microsoft Teams. The largest video conferencing providers in the market have already responded to increased demand and are beckoning with special offers due to the extraordinary situation.

A modern collaboration solution helps to deal with the current extraordinary situation. However, organizational aspects such as strong leadership, transparent communication and the right culture remain decisive factors.

DATA SHEET

cloud based and secure collaboration platform. While we are already familiar with collaborative working on documents thanks to SharePoint technology, Microsoft Teams has meanwhile proven to be another indispensable tool in our company.

Unified Communication: VoIP based telephone systems have been successfully utilized for a long time. Thanks to direct routing technology, Microsoft Teams can now also be used as a telephone solution. This means that every UMB employee can also be reached at their home office under their usual landline number. Not surprisingly, online conferences have also become increasingly popular in recent days due to fears of contagion.

Links

—
<https://products.office.com/en-us/microsoft-teams/group-chat-software/>

https://www.umb.ch/fileadmin/user_upload/Dokumente/Kommunikation_COVID-19_Vorsorge.pdf

<https://www.umb.ch/en/tags/microsoft-teams-telephony>

<https://www.inside-it.ch/de/post/videokonferenz-anbieter-reagieren-auf-coronavirus-20200304>