Maintaining Consistent Productivity with Your New Mobile Workforce

A Practical Guide to Sustaining Momentum in Uncertain Times
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Global Challenge, New Reality

COVID-19 is breaking new territory for all of us. The impact on global business is immense. Every single industry (and workplace) is facing fresh challenges, with illness and absence disrupting project velocity. This is further complicated by widespread security, connectivity and compliance issues.

Employees who once shared ideas, ambitions and morning coffee with colleagues have been scattered, with many individuals working from home – in isolation – for the first time. Consequently, enabling collaboration between remote workers is a priority because they still need to feel part of a team, generating the same level of output to support business continuity.

To help your people create new, productive work habits, you need to act now. This guide to establishing a unified remote workforce will not only help you deal with the current situation, but also prepare you to take advantage of the new reality when the global crisis passes.
Power to the People

Luxoft and our parent company, DXC Technology, are fully committed, working around the clock to help you address both your immediate and forthcoming needs, as new and disparate challenges present themselves. We’re here to help you, moving swiftly to minimize the immediate and longer-term effects on your operations.

Now
Immediate needs – Enable mobility capabilities. Activate and extend support for employees

Next
Short-term needs – Enhanced capacity and business continuity

And Then
Longer-term needs – Resilience, business continuity and planning for future growth
**IMMEDIATE NEEDS**

Enable mobility capabilities. Activate and extend support for employees

**ACTION**
- Optimize and scale remote working policies to enable new ways of collaborating.
- Connect your employees anytime, anywhere and on any device. Maintain enterprise data security and accessibility, plus regulatory/legal compliance.
- Rapidly deploy remote work from home support capabilities.

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**SHORT-TERM NEEDS**

Enhanced capacity and business continuity

**ACTION**
- Address capacity gap, optimizing IT to increase efficiency and cut costs.
- Access critical skills and expertise remotely or in data centers.
- Establish secure, reliable and scalable operations.

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**LONGER-TERM NEEDS**

Resilience, business continuity and planning for future growth

**ACTION**
- Support acceleration of business continuity. Deploy easy to use, flexible and resilient IT.
- Create virtual workspaces that are both collaborative and engaging.
- Develop fully visible supply chains, flexible enough to cope with sudden change.
Connecting Anytime, Anywhere, on Any Device

We have generated thousands of virtual desktops, as well as sourcing and delivering tens of thousands of mobile devices to help companies and employees cope with the current disruption and working remotely.

Implementing Design and Innovation for Distributed Teams

We empower your remote teams with design-thinking practices and tools to generate ideas faster, and identify quick-win solutions to solve immediate business challenges more effectively.

Assembling Remote Project Teams

We assemble the best talent to augment your workforce with extra global delivery capability, reducing costs and maintaining the highest quality.

Enabling Agile Transformation

We provide you with the essential toolkit and train your teams in effective remote working from home, with certified agile processes and methodologies.
Operating with a remote workforce brings new challenges, including maintaining software and security on remote devices, reducing support costs, minimizing the risk of data loss and honoring compliance commitments.

Luxoft and DXC will help you plan, implement and operate a fully-managed, end-to-end, enterprise-wide virtual-desktop infrastructure, together with application services for on-premise, cloud-based or hybrid deployment models.

Our services simplify desktop management, improve security and help you manage operating costs, while enabling anywhere-anytime access from any device. This gives users a flexible and secure remote work location, including support for bring your own device (BYOD).
Benefits

We Have Extensive Experience
DXC is the world’s largest workplace services provider* and has been designing, implementing and operating global mobility for over 18 years.

We’re Global Leaders
DXC (Gartner-recognized leader) manages twice as many virtual desktops as its closest competitor, responding to more than 42 million interactions a year.

We’ve Done it Before
DXC has more than a million users, 1,100 customers in 67 countries (60% of the Fortune 1000 are clients) and 110,000 supported virtual applications.

What to Do and When to Do It

Immediately – Understand your current technology and ability to maintain productivity and secure operations remotely; assess the gaps and the impact they are having on your remote workforce and business; develop and execute an action plan to adopt readily available tools and services to solve the highest priority issues.

In the Next Month – Identify and solve or mitigate connectivity, security and compliance risks; further update and expand remote productivity technology and capabilities; ask for help and seek advice.

Moving On – Design and adopt a remote working environment and culture that learns from the present and safeguards the future; be prepared and implement virtual solutions and services that enable a distributed, remote workforce.

*Source: Everest Group Research 2019 (Market share metric is based on the number of devices managed.)
Remote Project Teams

Luxoft has an enviable reputation for recruiting, nurturing and retaining top-tier engineers. We draw on the resulting 13,000-strong pool of premier talent to enable effective remote work from home scenarios, without impacting the quality or momentum of even the most complex technical projects. This optimized way of remote working – which includes collaboration through agile tools and processes – means we can assemble the best talent for your particular project and deliver from anywhere in the world, ensuring your mission-critical projects don’t skip a beat.

In this rapidly changing environment, it’s not easy to establish and maintain tight cohesion or the ability to scale, and newly disparate teams can struggle to cope. Fortunately, Luxoft has the skill sets, capacity and flexibility to respond rapidly to any sized challenge, at all levels of business and technical complexity. We support and guide each project, combining superior near and offshore consulting and engineering talent to suit your requirements. These hugely experienced teams reduce challenges to their constituent parts and develop answers at speed, integrating strategy and design while ensuring agility and software flexibility.
Benefits

Expert Talent
87% of Luxoft’s talent pool have over 5 years’ experience and 83% have masters/PhDs.

Fast, Relevant Deployment
Luxoft has over 5,000 agile professionals in 42 cities, across 22 countries.

Rapid Global Scaling
Our robust recruitment engine has the capacity to recruit over 500 engineers a month.

What to Do and When to Do It

Immediately – Address the must-have projects first. Reallocate available resources and capacity to business-critical efforts that cannot be delayed. Communicate impact to business and customer stakeholders.

In the Next Month – Quantify the impact of unmet demand, skill set gaps or near-term unavailability of resources. Prioritize and identify work that should move forward in a provisional model to minimize negative effects on the business. Engage and scale remote teams to fill gaps quickly and regain productivity levels.

Moving On – Develop long-term remote working policies to collaborate effectively with distributed teams. Benefit from a global talent pool, team continuity and an optimized cost structure.
Enabling Agile Transformation for Remote Teams

Agile methodology provides a rapid, cross-functional and global response to organizational or environmental change. From project conception to delivery, it encourages cohesive and high-quality output, increased productivity, flexibility, knowledge exchange and resourcefulness, reclaiming time and effort that can be better used elsewhere.

Concerns like operational agility and the need to provide employees with a secure base conducive to remote work productivity, have been pushed to the top of boardroom agendas the world over. Luxoft provides training and consultation to guide both business and technology organizations through how to align and measure work to drive iterative, short-cycle results. This includes designing, implementing and integrating underlying processes, tools and technologies that enable the cultural and operational changes you need for sustainable remote working success.
Benefits

We reduced time-to-market from >6 months to just 6 weeks for a top 10 investment bank, and from 12 to <3 months for one of the largest cell comms providers in Eastern Europe.

3,500+ agile practitioners (250+ ongoing projects), 700 agile experts in CSM/PSM and ICP, plus 20 agile coaches.

ICAgile Certified Professional accreditation in 2 days for >15 trainees.

What to Do and When to Do It

Immediately – Identify how remote working from home has most negatively affected collaboration, working toward shared goals and regular outcomes. Check how being in a disparate workplace has heightened the effects of undisciplined work, long delivery cycles and clumsy work habits. Address the most obvious issues first, using available technology to improve planning, communication and collaboration.

In the Next Month – Launch a remote agile adoption or improvement program to remove barriers and enable teams to learn and practice agile methodologies, gain new productivity and deliver frequent results, regularly.

Moving On – Embed agile best practices throughout the organization. They are designed to work regardless of settings, team distribution or remote working environment.

The Agile Transformational Journey

Measuring, identifying and initiating improvement hotspots.

Building new remote working from home competences and skills.

Helping your organization to start small but think big.

Rolling out and scaling up.

Sustaining, learning and fostering innovation.

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Enabling Design and Innovation for Distributed Teams

It’s natural to be concerned about client relationships; to worry about the loss of innovation, collaboration, productivity and working remotely in a new virtual environment. When your world’s in crisis mode, it’s difficult to know what to do next.

Our remote design thinking program will help you take a human-centered approach to this disruption. Together, we’ll enable your distributed teams to tackle mission-critical business challenges through remote workshops. These workshops are designed to encourage rapid ideation and prototyping, helping teams settle on the best way forward.

Collaborative Work Sessions for Distributed Teams

- Help participants rethink audience personas, exploring alternative offerings and potential ways to restructure your value proposition to meet rapidly changing customer needs.

- Build and update your customer journey maps, aligning them to the new business climate and supporting stressed customers.

- Generate ideas fast, identifying quick-win solutions to solve immediate business challenges.
Benefits

Matching Effort to Needs
Practicing lean strategy enables us to do the right amount of customer research to prove a hypothesis and test a value proposition.

Increasing Productivity
We help you increase productivity through facilitated work sessions, research and collaborative get-togethers (virtual, when needed). We’re comfortable working with global teams and have ways of aligning new ideas across distributed teams.

Innovating with Motivational UX™
We apply decades of multidisciplinary research in behavioral psychology, user experience and game design thinking to technology solutions, giving you a keen competitive edge over the competition.

What to Do and When to Do It

Immediately – Create quick wins to help customers and employees feel connected and supported. Identify some immediate actions to help them navigate this new remote working environment and regain a sense of stability and control. Develop a backlog of critical business challenges that would benefit from design thinking and a human-centered approach.

In the Next Month – Continue to innovate through structured design-thinking sprints. Design, test and launch quick-win solutions with key audiences to measure, track and learn from their impact on employees and customers.

Moving On – Assess shifting needs, motivations and behaviors of customers and employees in this new context. Embed remote, human-centered collaboration and design thinking into your organization. Set up a community practice or design-thinking center of excellence.
About Luxoft

Luxoft, a DXC Technology Company (NYSE: DXC), is a digital strategy and software engineering firm providing bespoke technology solutions that drive business change for customers the world over. Luxoft uses technology to enable business transformation, enhance customer experiences, and boost operational efficiency through its strategy, consulting and engineering services. Luxoft combines a unique blend of engineering excellence and deep industry expertise, specializing in automotive, financial services, travel and hospitality, healthcare, life sciences, media and telecommunications.

For more information, please visit [www.luxoft.com](http://www.luxoft.com).