


Reopening for Business as (Ab)Normal



NYSAC
NEW YORK STATE
ASSOCIATION OF COUNTIES

Webinar July 30, 2020

A professional portrait of Patrick Cummings, a man with short brown hair and glasses, wearing a grey suit jacket, a white checkered shirt, and a dark tie with a small pattern. He is standing in front of a blurred background of green foliage and a stone wall. The lighting is soft and natural, highlighting his features.

Patrick Cummings
Counsel
NYSAC

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Community Choice Aggregation

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David Argue

Senior Manager

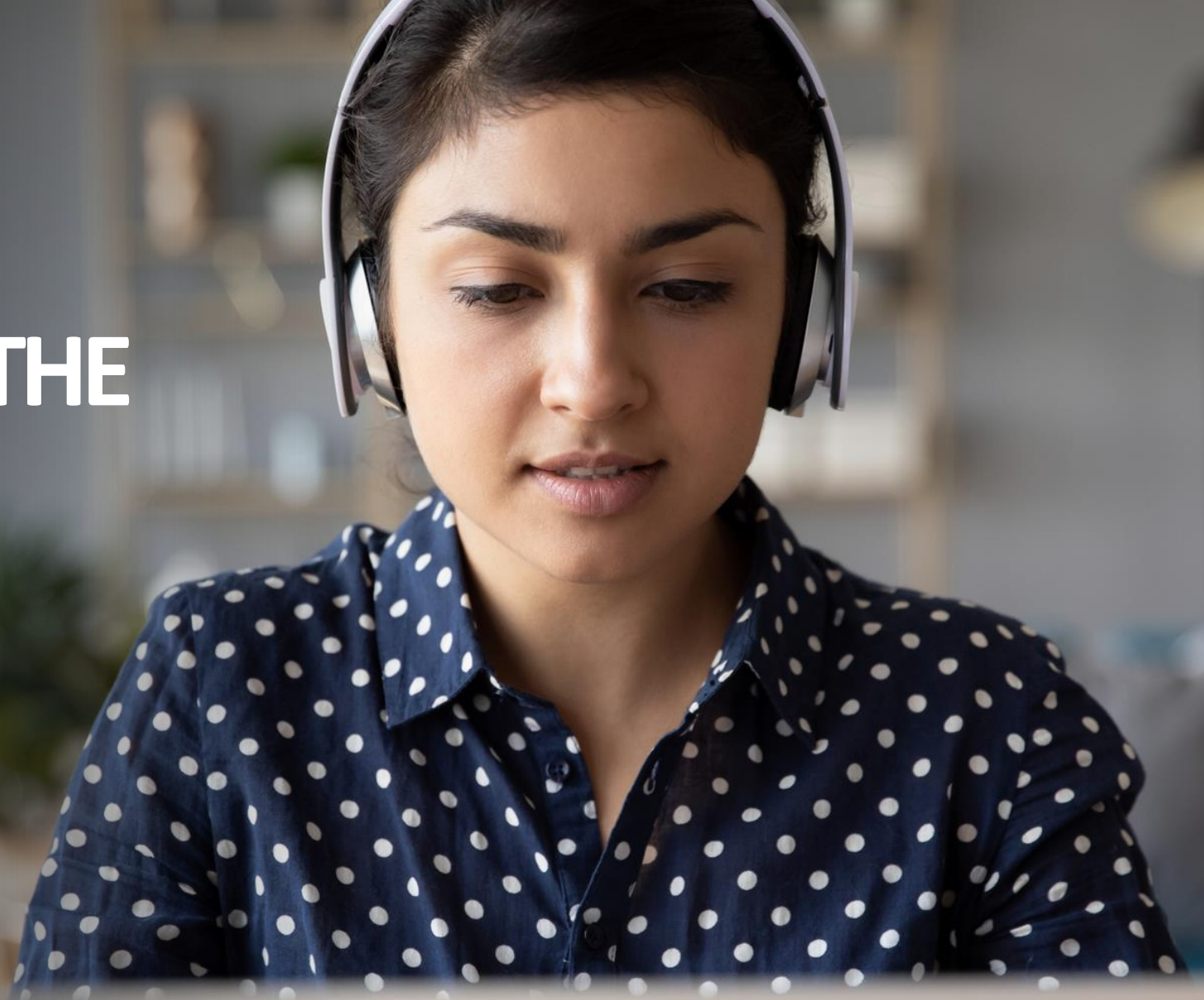
Accenture Technology

David.Argue@Accenture.com



GETTING BACK TO THE WORKPLACE

**HOW TO PREPARE TO
WELCOME PEOPLE
BACK TO THE OFFICE**



WELCOMING PEOPLE BACK.. SAFELY

It's unclear right now when most people will be able to return to the office and in what capacity but enabling them to return safely is top of all organization's minds. Longer-term organizations are seeking ways to reinvent the workplace to accommodate the new ways of working that will develop. This presents both challenges and opportunities for organizations.

>35%

of employees expect to work from home for some part of the week post-COVID-19⁽¹⁾

CHALLENGES

- Verify and maintain health of space occupants and guests
- Maintaining recommended or mandated social distancing requirements throughout the workplace
 - *Desks, Meeting Rooms, Elevators, Cafeterias, Lounges etc*
- Maintaining the productivity of newly hybrid teams
- Balancing space demand with available capacity
- Executing new cleaning and sanitization regimens efficiently

OPPORTUNITIES

- Defining a new normal of activity-based working with minimal organization friction
- Improving digital collaboration tools and device management technologies
- Expanding potential labor pools beyond traditional boundaries
- Acquisition of real-time occupancy and reporting data
- Reducing real-estate floorspace & increasing occupancy ratios

WORKPLACE USAGE PATTERNS AND PRIORITIES WILL CHANGE



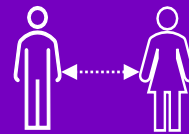
With all current data indicating higher populations of remote workers, the post-COVID-19 workplace will have increased focus on supporting;



Remote employees as 1st. class citizens



Increased demand for collaboration spaces



Social distancing protocols



Increased sanitation and reducing 'touch' points

LEADING YOUR PEOPLE THROUGH THE CHANGE

More than ever before, people are looking to their employers (over even governments or other social structures) to guide them on safety and into what's next

- Communicating with purpose and transparency
- Championing the 'remote employees as 1st. class citizens' principal
- Supporting psychological and physical welfare
- Enabling remote delivery of all employee services
- Reviewing performance management processes and leadership guidelines
- Executing leadership (re)-education



DIGITAL WORKPLACE SYSTEMS

Systems that enable **remote employee productivity** while managing and supporting IT assets that are **no longer connected to the corporate network**

- Seamless, secure remote access
- Cloud-based document management and collaboration platforms w/co-authoring
- Enhanced audio and video services
- Zero-touch procurement to provisioning of new devices
- Out-of-band device management & wipe capabilities
- Off-network patching & remote support



INTELLIGENT & DIGITAL WORKPLACES

Accenture Intelligent & Digital Workplace architectures assist organizations enable the next way of working.

Enabling remote or part-time office occupants to be **1st. class citizens in the workforce**, while;

- Automating new health and safety protocols
- Improving efficiency of physical spaces
- Maintaining productivity of hybrid in-office \ home worker teams
- Enhancing remote technology services and support capabilities
- Reducing floor space requirements



WORKPLACE OPERATORS WILL HAVE ADDITIONAL RESPONSIBILITIES

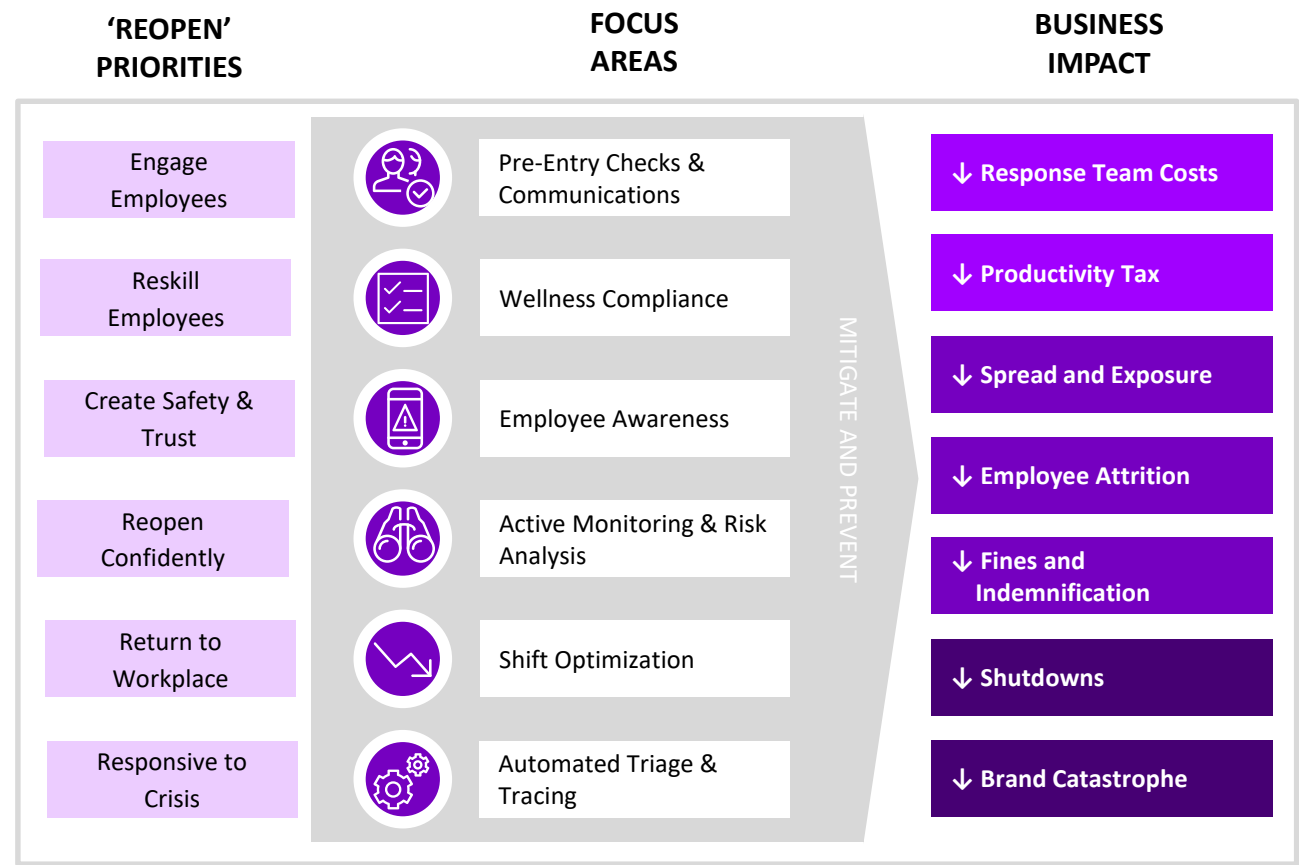
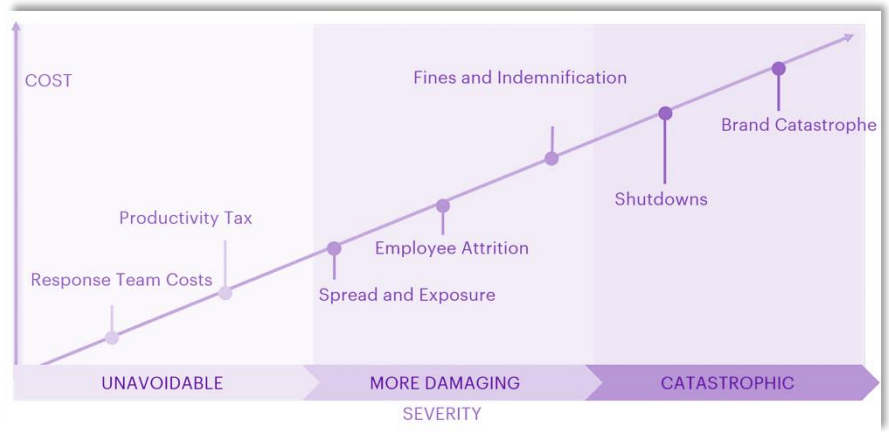
It is expected people will be willing to forgo certain previous liberties in order to feel safe in the workplace and organizations will be seeking ways to reduce costs while having to take on new responsibilities.

- Implementation of active health screening for employees and guests
- Active management of occupant density in open and enclosed spaces
- Tracking and/or tracing of employee contact or movement
- Balancing reduced space supply with business demand
- Rationing of access days/times across groups



IN CLOSING: MITIGATING POTENTIAL BUSINESS IMPACTS

Focus on reopening safely while mitigating and preventing business impacts for employees, the workplace, and the company.



CONTACTS



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WORK.COM

Reopening will be a journey. Here's your guide.

*Salesforce Public Sector
Nancy Marx*



Forward-Looking Statements



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The risks and uncertainties referred to above include -- but are not limited to -- risks associated with the effect of general economic and market conditions; the impact of geopolitical events; the impact of foreign currency exchange rate and interest rate fluctuations on our results; our business strategy and our plan to build our business, including our strategy to be the leading provider of enterprise cloud computing applications and platforms; the pace of change and innovation in enterprise cloud computing services; the seasonal nature of our sales cycles; the competitive nature of the market in which we participate; our international expansion strategy; the demands on our personnel and infrastructure resulting from significant growth in our customer base and operations, including as a result of acquisitions; our service performance and security, including the resources and costs required to avoid unanticipated downtime and prevent, detect and remediate potential security breaches; the expenses associated with our data centers and third-party infrastructure providers; additional data center capacity; real estate and office facilities space; our operating results and cash flows; new services and product features, including any efforts to expand our services beyond the CRM market; our strategy of acquiring or making investments in complementary businesses, joint ventures, services, technologies and intellectual property rights; the performance and fair value of our investments in complementary businesses through our strategic investment portfolio; our ability to realize the benefits from strategic partnerships, joint ventures and investments; the impact of future gains or losses from our strategic investment portfolio, including gains or losses from overall market conditions that may affect the publicly traded companies within our strategic investment portfolio; our ability to execute our business plans; our ability to successfully integrate acquired businesses and technologies; our ability to continue to grow unearned revenue and remaining performance obligation; our ability to protect our intellectual property rights; our ability to develop our brands; our reliance on third-party hardware, software and platform providers; our dependency on the development and maintenance of the infrastructure of the Internet; the effect of evolving domestic and foreign government regulations, including those related to the provision of services on the Internet, those related to accessing the Internet, and those addressing data privacy, cross-border data transfers and import and export controls; the valuation of our deferred tax assets and the release of related valuation allowances; the potential availability of additional tax assets in the future; the impact of new accounting pronouncements and tax laws; uncertainties affecting our ability to estimate our tax rate; uncertainties regarding our tax obligations in connection with potential jurisdictional transfers of intellectual property, including the tax rate, the timing of the transfer and the value of such transferred intellectual property; the impact of expensing stock options and other equity awards; the sufficiency of our capital resources; factors related to our outstanding debt, revolving credit facility and loan associated with 50 Fremont; compliance with our debt covenants and lease obligations; current and potential litigation involving us; and the impact of climate change, natural disasters and actual or threatened public health emergencies.

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Reopening Will Be a Journey. Here's Your Guide.

Explore Work.com's technology, insights, and expert advice



**Return to Your
Workplace**
with Work.com
Products

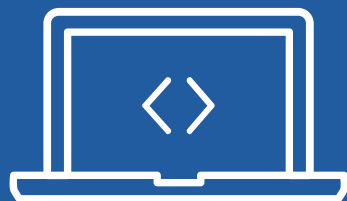


Reimagine Business
and Extend with
the Ecosystem



Reopen Safely
with Guidance
from Experts





**Return to Your
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Products



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Assess Return-to-Work Readiness From a Single Hub

Make Data Driven Decisions

Single hub for leaders to make informed decisions based on public and private data

Track Employee and Workplace Readiness

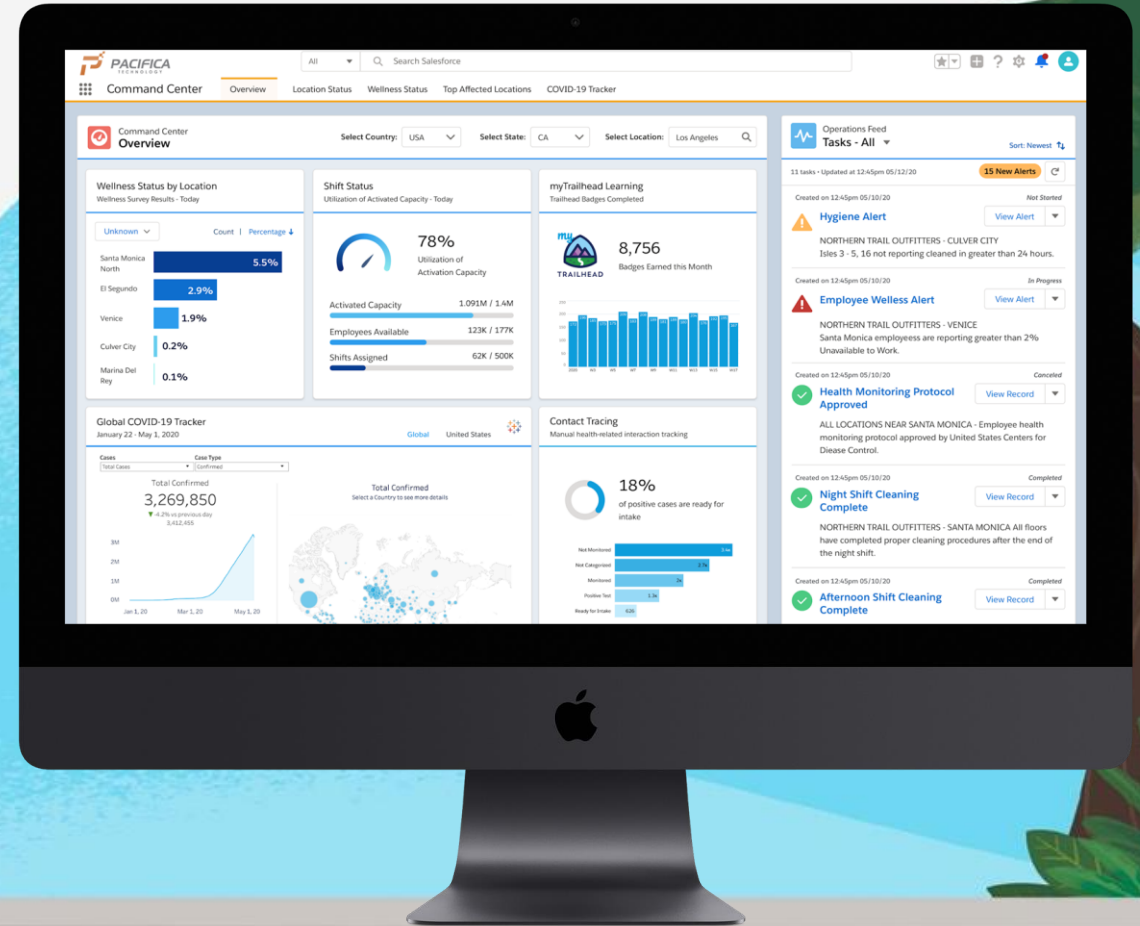
Manage and monitor employee wellness and training, shift scheduling, and facilities preparedness

Act Quickly Based on Insights

Trigger workflows, apps, and actions associated with resuming business operations and re-opening locations

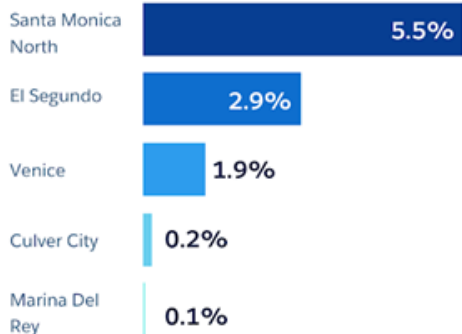
Integrated Data and Applications

Unlock, analyze, and act upon trusted data all in one place, and extend with partner apps and solutions

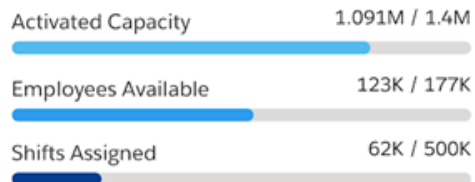


Select Country: Select State: Select Location:
Wellness Status by Location

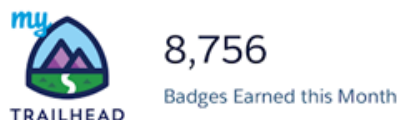
Wellness Survey Results - Today

 Count | Percentage ↓

Shift Status

Utilization of Activated Capacity - Today


myTrailhead Learning

Trailhead Badges Completed



Alerts & Events News & Feeds

Hygiene Alert Triggered [View Alert](#)

 PACIFICA TECHNOLOGY - CULVER CITY
 Isles 3 - 5, 16 not reporting cleaned in greater than 24 hours.

Employee Welless Alert Triggered [View Alert](#)

 PACIFICA TECHNOLOGY - VENICE
 Venice employees are reporting greater than 2% Unavailable to Work.

Health Monitoring Protocol Approved [Review](#)

ALL LOCATIONS NEAR SANTA MONICA - Employee health monitoring protocol approved by United States Centers for Disease Control.

Global COVID-19 Tacker

January 22 - May 1, 2020

 Cases: Case Type:

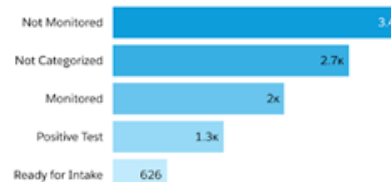
 Total Confirmed
3,269,850
 ▼ -4.2% vs previous day
 3,412,455

 Total Confirmed
 Select a Country to see more details

Contact Tracing

Manual health-related interaction tracking

18% of positive cases are ready for intake



Einstein recommended applications from our partners that can help you manage your Back to Work program

Lifeguard Solutions COVID-19 Response Kit. Quickly Install in the CARE Org [View](#)
 App by Lifeguard Solutions

Replication, Backup & Archiving for Salesforce by DBSync / Avankia [View](#)
 App by Avankia LLC

Streamline Shift Scheduling to Return to Work Safely



Workplace Management

Model your workplace sites, facilities and resources

Shift Design and Capacity Management

Prioritize shifts and manage density

Employee Eligibility & Care

Create employee rotations that match eligibility & availability guidelines

Arrival Notice and Confirmation

Avoid large clusters and queues with spacial distance and scheduling breaks



Monitor Employee Health and Safety



Determine Return-to-Work Readiness

Gather necessary data to assess employee population's suitability to return to work

Configure Employee Health Surveys

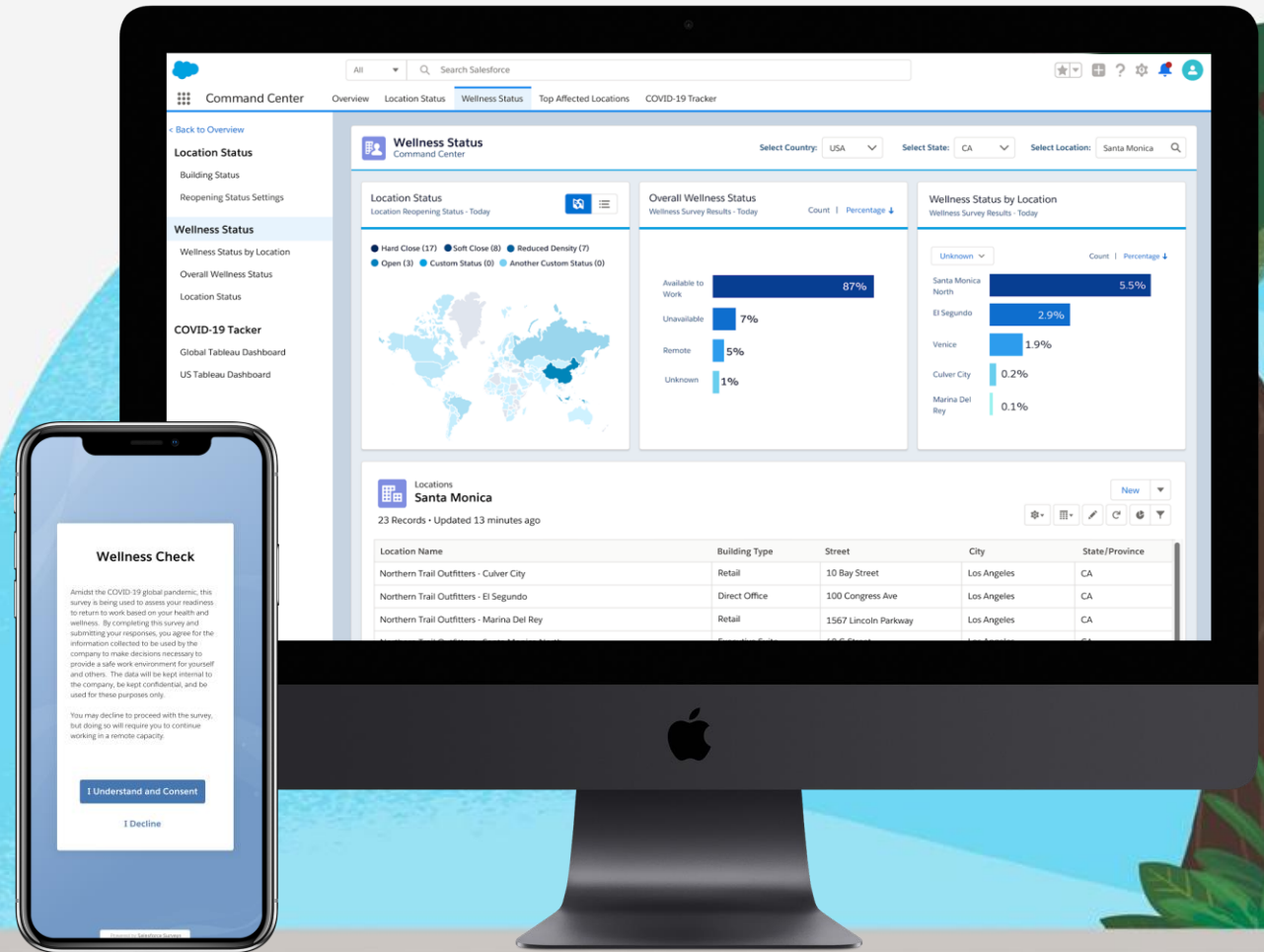
Customize pre-configured surveys and create flows to trigger follow-up actions

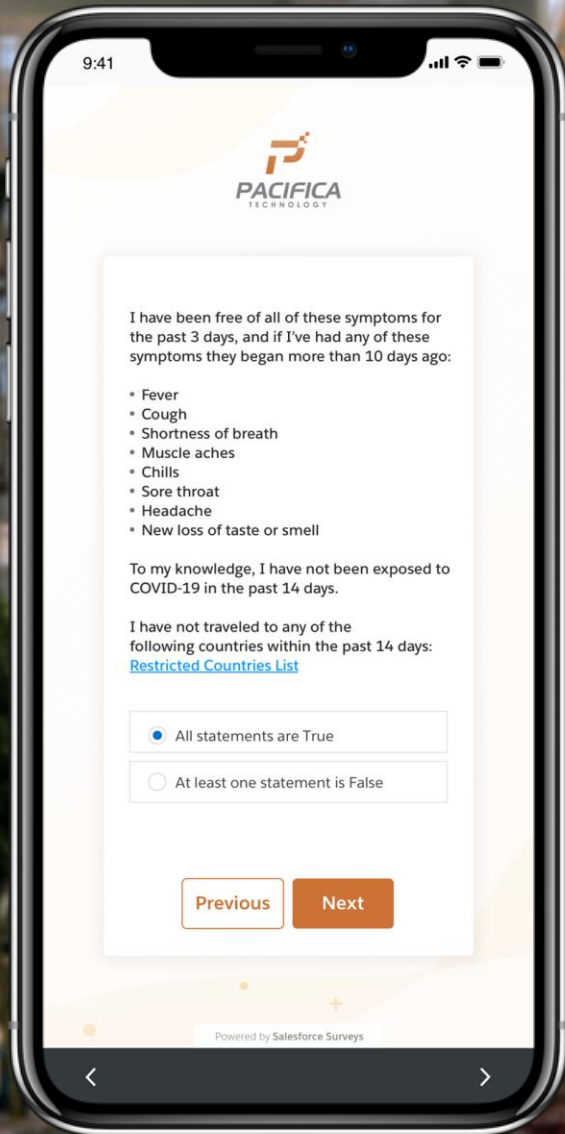
Identify Wellness Trends

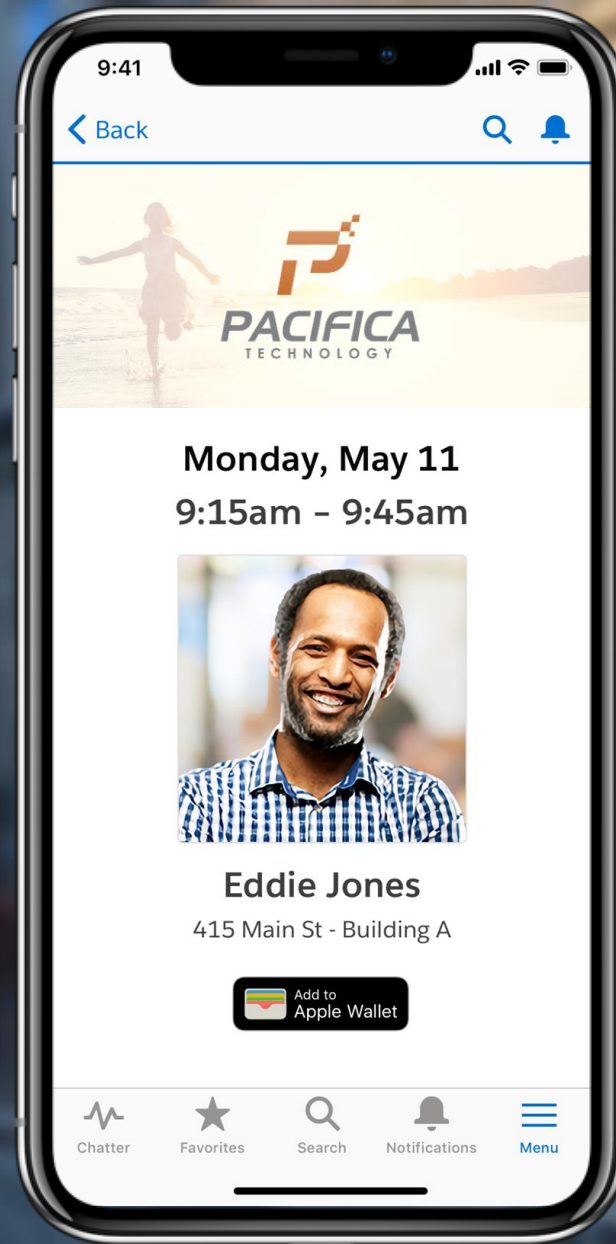
Uncover insights and track trends to make informed decisions around returning employees to the office

Secure Employee Health Data

Ensure privacy and security of employee health information







9:41



< Back



Monday, May 11
9:15am - 9:45am



Eddie Jones
415 Main St - Building A



Chatter



Favorites



Search



Notifications



Menu

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- Location Status**
- Building Status
- Reopening Status Settings

- Wellness Status**
- Wellness Status by Location
- Overall Wellness Status
- Location Status

- COVID-19 Tacker**
- Global Tableau Dashboard
- US Tableau Dashboard

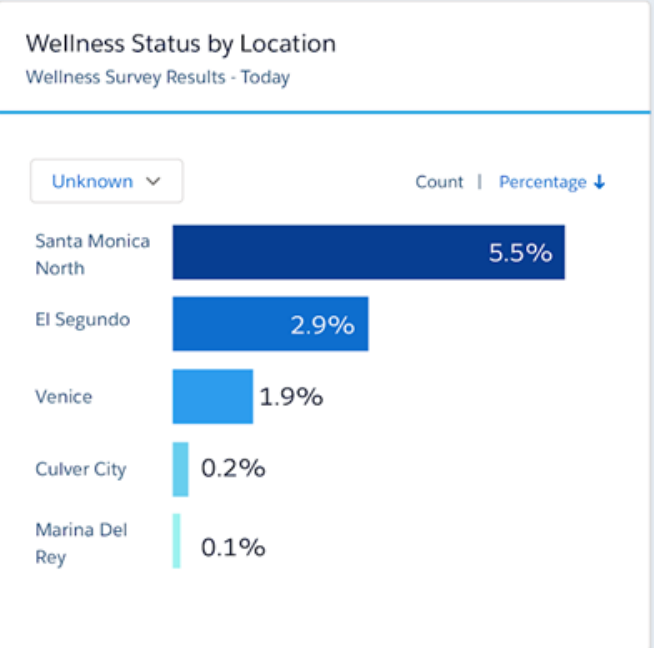
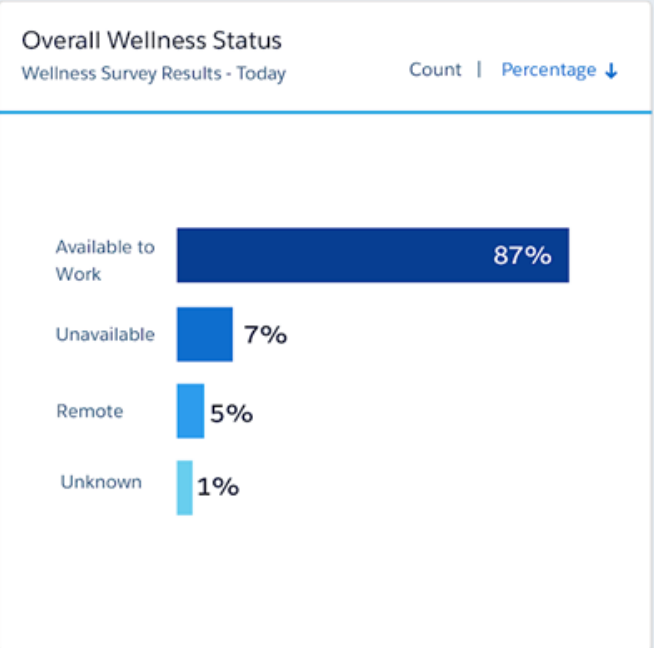
Wellness Status
Command Center

Select Country:
 Select State:
 Select Location:

Location Status

Location Reopening Status - Today

- Hard Close (17)
- Soft Close (8)
- Reduced Density (7)
- Open (3)
- Custom Status (0)
- Another Custom Status (0)



Locations
Santa Monica

23 Records • Updated 13 minutes ago

[Resend survey](#)

Location Name	Building Type	Street	City	State/Province
Pacifica Technology - Culver City	Retail	10 Bay Street	Los Angeles	CA
Pacifica Technology - El Segundo	Direct Office	100 Congress Ave	Los Angeles	CA
Pacifica Technology - Marina Del Rey	Retail	1567 Lincoln Parkway	Los Angeles	CA
Pacifica Technology - Santa Monica North	Executive Suite	40 G Street	Los Angeles	CA

myTrailhead for Employees

Deliver Employee Learning and Well-Being Content



Accelerate Change Management

Help your organization learn and adapt to new ways of working and business demands.

Quickly Create Custom Learning

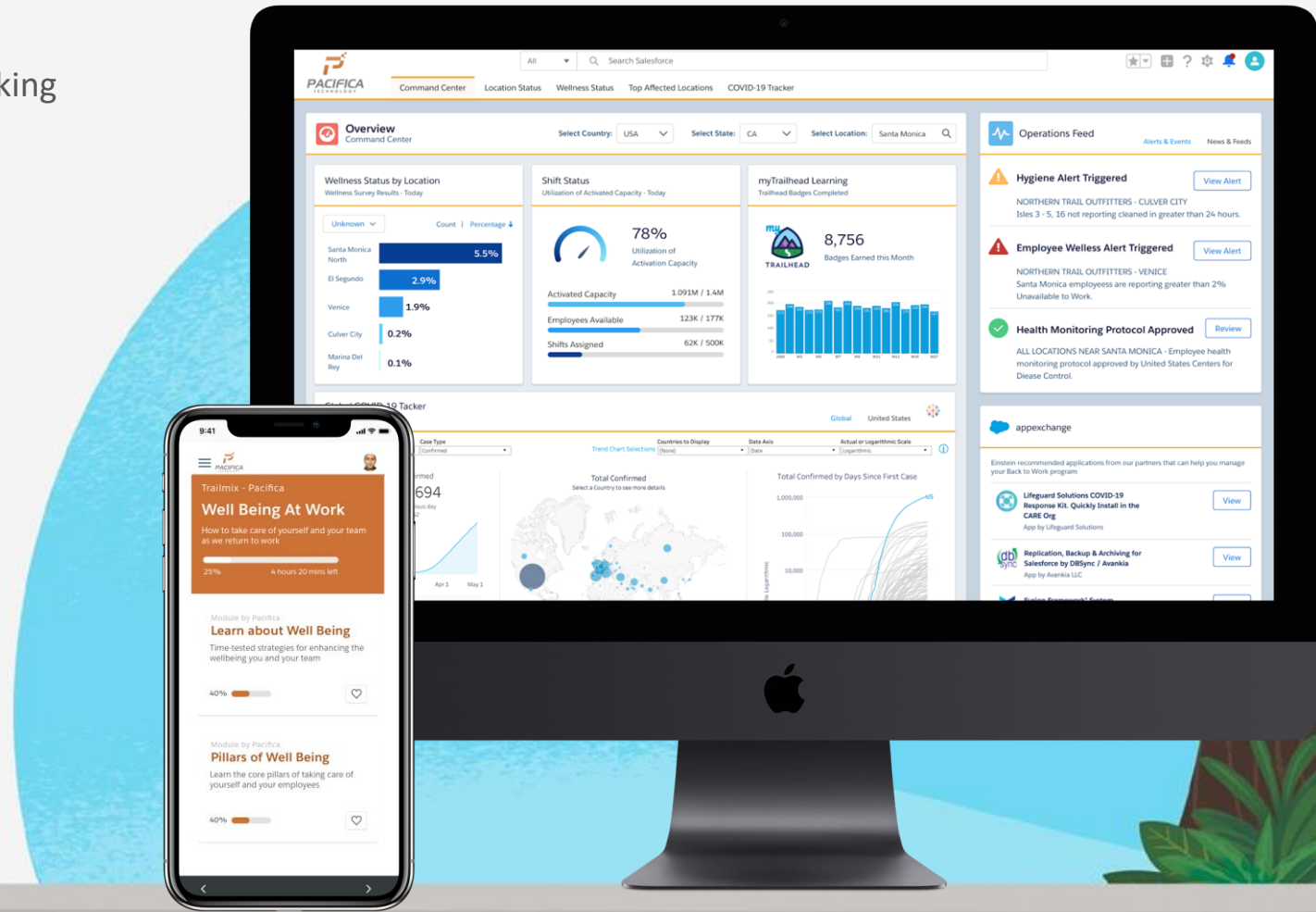
Realize rapid time to market with fast implementation, content creation, and pre-built Content Kits.

Track Progress Across the Organization

Gain insights into training completion with the Trail Tracker extension component.

Make Learning Engaging and Personalized

Motivate and reward learners with points, badges and a gamified digital experience.



Emergency Response Management for Public Sector



Quickly prioritize and mobilize resources in response to any emergency

Comprehensive View of Emergency Request Lifecycle

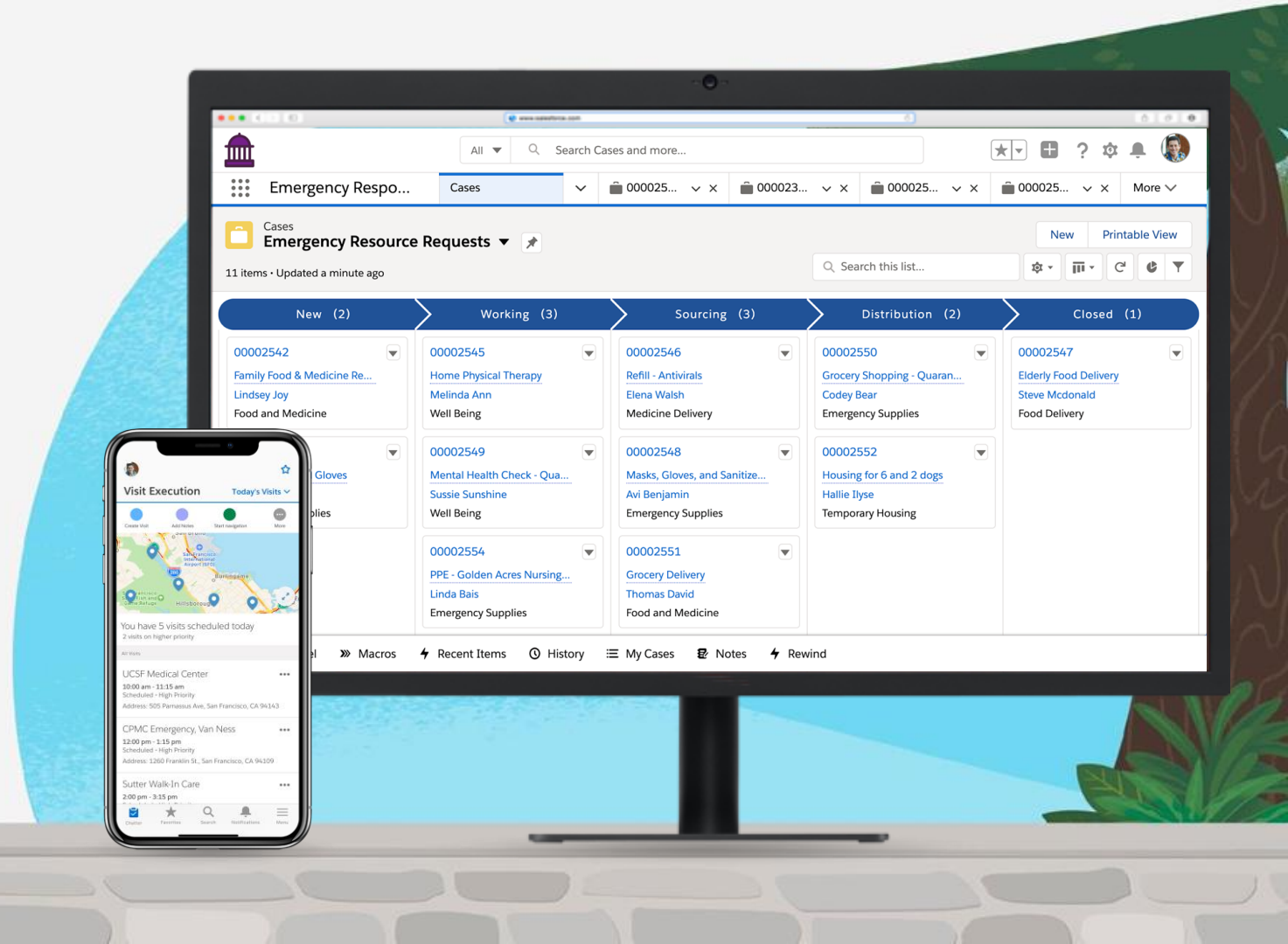
Increase collaboration with shared view of requests from intake through resolution

Prioritize & Mobilize Resources Faster

Accelerate request reviews and approvals with workflows and notifications

Empower Field Response Workers

Support visit planning, scheduling, and services execution, all available on a mobile device



AVAILABLE
JULY 30

Streamline Inspections to Keep Communities Safer

Drive onsite inspections efficiency with essential information & automation

Optimize inspection visit planning



Schedule based on territories & worker availability, update in real-time to maximize productivity

Guided inspection templates & forms

Simplify each site visit, ensuring execution of all required steps

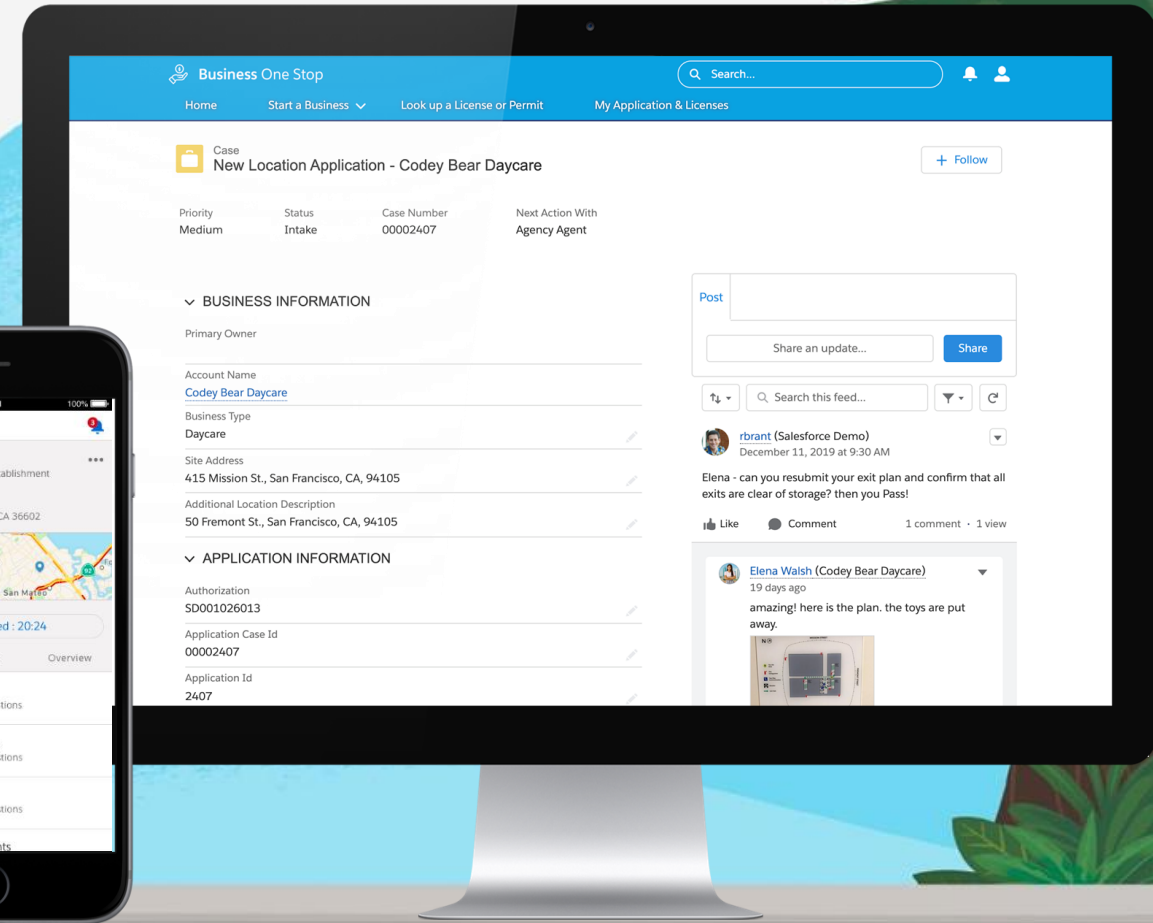
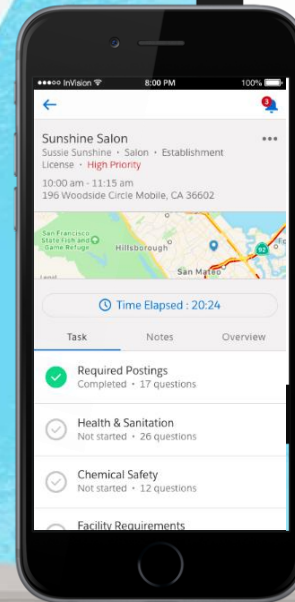
Single app for compliance tracking

Access codes, research violations, and upload photo evidence of compliance using a mobile device

Stay productive, even when offline

axsy

View, create, and edit inspections offline then automatically sync back to Salesforce when back online



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Contact: michael.barry@salesforce.com



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