

CASE STUDY

AMNET DELIVERS CERTAINTY THROUGH
QUICK AND SEAMLESS TRANSITION TO
REMOTE WORKING ENVIRONMENT



The Client

The client is a creator and publisher of digital tools and resources; they have a comprehensive collection of materials relating to theological studies. Amnet has been working with the client for over 15 years and has established a long-term relationship by delivering a consistently high-quality experience throughout the engagement.

Services offered include XML, transcription, and metadata services. Theological expertise and a specialized skill set in handling Ancient Languages including Hebrew, Greek, Syriac, and Arabic make Amnet a preferred partner.

Challenges



Amnet has 320 trained resources (including in-house associates) allocated to this client. With the announcement of a nationwide lockdown to arrest the Coronavirus outbreak, these in-house resources had to be migrated to a work-from-home (WFH) environment at short notice.



This situation raised the situation of the quick and seamless transition of 300+ resources to a WFH environment.



Ensuring quality, workforce productivity, and turnaround time while working remotely was also a concern.



Plus, the limited bandwidth of the noncommercial internet in employees' homes could disrupt the exchange of files and communication and result in other related collaboration issues.

Solutions

1. Amnet was already gearing up for a possible lockdown in view of the ongoing health crisis based on the communications from the government and health authorities across the world. Therefore, even though the shift to a remote working environment was sudden, it was not unexpected.
2. An emergency team was set up a few days before the lockdown was announced, and preparations began on a war footing to tackle the situation in the limited time. This preparedness, combined with a structured plan and an efficient workforce, enabled us to seamlessly transition to WFH within a day's time.
3. From reconfirming home addresses, documenting every essential requirement, procuring laptops on lease, shifting workstations wherever needed to making logistical arrangements, the team worked relentlessly to make the shift quick and easy.
4. To address the noncommercial internet connectivity challenges:
 - Employees were provided internet dongles to ensure continued bandwidth availability.
 - Access to VPN was given to connect to internal servers and internal FTP for file transactions whenever and wherever needed.
 - File tracking was set up to be handled by the internal ERP system to ensure a seamless and secure exchange.
5. Both internal and client communication are key to maintaining performance and transparency. Daily virtual huddles are conducted to ensure everyone is aligned and understands their deliverables for optimum productivity. We also keep the client informed about the everyday activities and progress via daily emails, bi-weekly calls, and weekly updates through our managing director.



Benefits

Although the transition was unprecedented, Amnet managed to achieve this in record time without any impact on performance. The team has been delivering all the required titles within the expected timelines and with high quality, thus helping to maintain operational efficiency.

1. Delivered 238 titles with 99.6% quality in April 2020.
2. We are ahead of schedule for 83 titles and on schedule for 154.
3. The client is delighted with our proactiveness and appreciates the sense of certainty of delivery from us during these volatile times.

Testimonials

“Thank you so much for your team’s speed and ability to provide such a fast turnaround on a priority title. It continues to be a pleasure to work with you all even amid tight deadlines and a stressful global atmosphere.”

“ Thank you for your kind accommodation on tight turnaround time for this lock date. It’s very much appreciated.”



www.amnet.com
hello@amnet-systems.com