

Provide resiliency for your workforce during a pandemic outbreak.

Pandemic Preparedness Services from Bell

The current concern about the risk of a pandemic has significantly increased the importance of pandemic planning as part of any organization's business continuity plan. Depending on the strain in question and the season, the World Health Organization (WHO) estimates that a flu pandemic could lead to up to 40 per cent absenteeism in the workplace. Unlike a natural disaster or infrastructure failure, a pandemic's greatest impact is on human resources as employees can become ill, may need to stay at home to care for a sick family member, or may have difficulty getting in to work because of the effect on mass transit.

Solution

Organizations need to prepare now, with proper planning and the right technology, to ensure ongoing effectiveness of key staff and minimize disruption to operations and services.

We can help you with your entire pandemic planning process, from establishing organizational priorities and identifying key personnel, to assessing your equipment and facilities and developing contingency plans, through to management of critical parts of your infrastructure.

Features

Our Pandemic Preparedness Services include:

- Consulting – Our consultants can help you with program design, determining priorities, policy development, and employee training. Your business operations must be available at all times. To ensure this happens, we offer business continuity planning to assess these critical business operations and develop a plan to ensure ongoing operations. We also offer network assessments to understand your current infrastructure and ensure you have the capacity needed for increased voice and data services.



- Technology planning and infrastructure services – Bell can identify your technology needs and help to secure your network to enable remote working programs, facilitate effective ongoing collaboration and maintain critical operations. For example, Bell can offer unified communications solutions and technologies that provide secure access to office resources from home or any Internet connection
- Remote working solutions – We can work with you to identify opportunities for employees and management teams to work from their homes, satellite offices or elsewhere. For example, Bell offers secure remote access and can provide 3G USB devices to give your employees safe access to key applications from home or other locations
- Conferencing solutions – Bell offers a host of teleconferencing, Web conferencing and video conferencing solutions that can play a key role during a crisis period when travel restrictions are enforced or access to certain buildings or office facilities is limited

The Bell logo, consisting of the word "Bell" in a bold, blue, sans-serif font.

- Voice and data communications – Bell has a complete portfolio of services that ensure critical communications with customers, users, employees and business partners in a crisis. For example, we offer hosted IP voice services, voice rerouting capabilities, and productivity tools that enable employee access regardless of location and allow you to shift operations to unaffected locations
- Managed services – Bell provides managed services that can ensure the integrity of operations in areas such as security and data centers. For example, we offer assessments to determine capacity and vulnerabilities; we can also provide redundant connections, hosting services, and management of critical functions so you are free to focus on core business and continue serving your customers
- Hosted contact centre – Bell seamlessly supports your agents regardless of their location – in-house, remote, onshore, offshore, or home-based

Benefits

- Ensure continuity of services to partners and customers
- Minimize disruptions to your daily operations
- Maintain regular contact with key personnel
- Communicate remotely when facility access is limited
- Develop organizational priorities and contingency plans
- Protect critical assets and operations during a crisis

Why Bell?

We play a key role in our nation's critical infrastructure. Partnerships agreements with all levels of government and essential services, such as hospitals and law enforcement agencies, mean we can respond effectively to crisis situations. Our own Emergency Preparedness Program is constantly monitored and tested and our contingency plans are designed to ensure your business needs are met during a prolonged crisis period. process assessment, as well as solution design and deployment across a wide range of industries. Bell solutions and services can be customized to meet industry-specific needs and the business demands of today and the future.

To get started on your pandemic plan, request to be contacted by a Bell representative at bell.ca/contact-me

