

Sagitec's Back to Office Solution Helps Employees Return to Work Safely



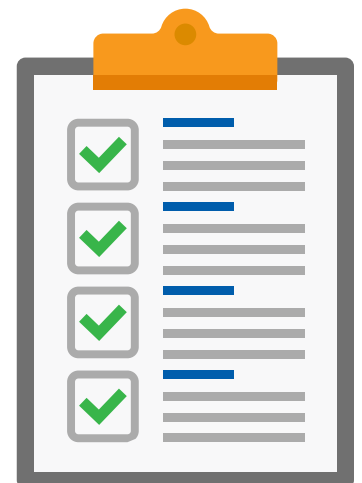
In early 2020, the world came to a standstill. The global COVID-19 pandemic shut down schools, offices, and businesses. Many areas invoked mandatory shelter-in-place guidelines and, virtually overnight, companies and their employees started working remotely.

Sagitec was not immune to these difficulties. As a global platform and software solutions provider, we reacted quickly to help our clients and our employees adjust to the new normal.

Sagitec developed a COVID Task Force to identify, plan, and execute any necessary pandemic response activities for Sagitec's employees, customers, and other stakeholders. The COVID Task Force's objective was to continuously analyze new information from health organizations like the CDC and the WHO; guidance and restrictions from national, state, and local governments; and feedback from employees, customers, and other stakeholders. The COVID Task Force included representatives from our communications team, customer advocacy team, global HR (U.S. and India) teams, and our operations team. Sagitec's Risk and Compliance Manager Dawn Miller chaired the committee as she has extensive previous crisis experience in situations such as 9/11. The Task Force met weekly for discussions, planning, and taking action. The COVID Task Force output included:

- Office closing and reopening planning
- Several training sessions with various groups of employees
- Monthly COVID newsletter with all the latest information for staff
- A coordination plan between clients and Sagitec's onsite teams
- Group discussions with office support staff about COVID friendly offices

The Task Force was instrumental in ensuring the safety of employees and communicating important information. Like many employers, the Task Force is now looking for ways to bring their employees back to the office safely. But bringing employees back in person presents its own set of challenges. It requires a different analysis than the decision to go remote. Contact tracing, health policy training, and workplace arrangements are only a few of the many challenges.



Challenges of Returning Employees to the Office

Sagitec faces a problem common to many businesses: how to bring employees back to the office safely. This challenge poses several different factors.



Address Employee Fears

Going back to the office during a pandemic presents a risk for employees. Chances of contracting COVID-19 are higher when returning to the office than staying at home. New policies and procedures have to mitigate risks and educate employees on the proper procedures to keep them safe and address their fears.



Build Confidence in Managers

Managers have to manage their day-to-day responsibilities and as well as help reinforce healthcare safety policies. Tracking compliance with healthcare training completions, the number of employees in the office, and social distancing policies also fall on their plate. Managers need ongoing tools and training to help them meet these new responsibilities.



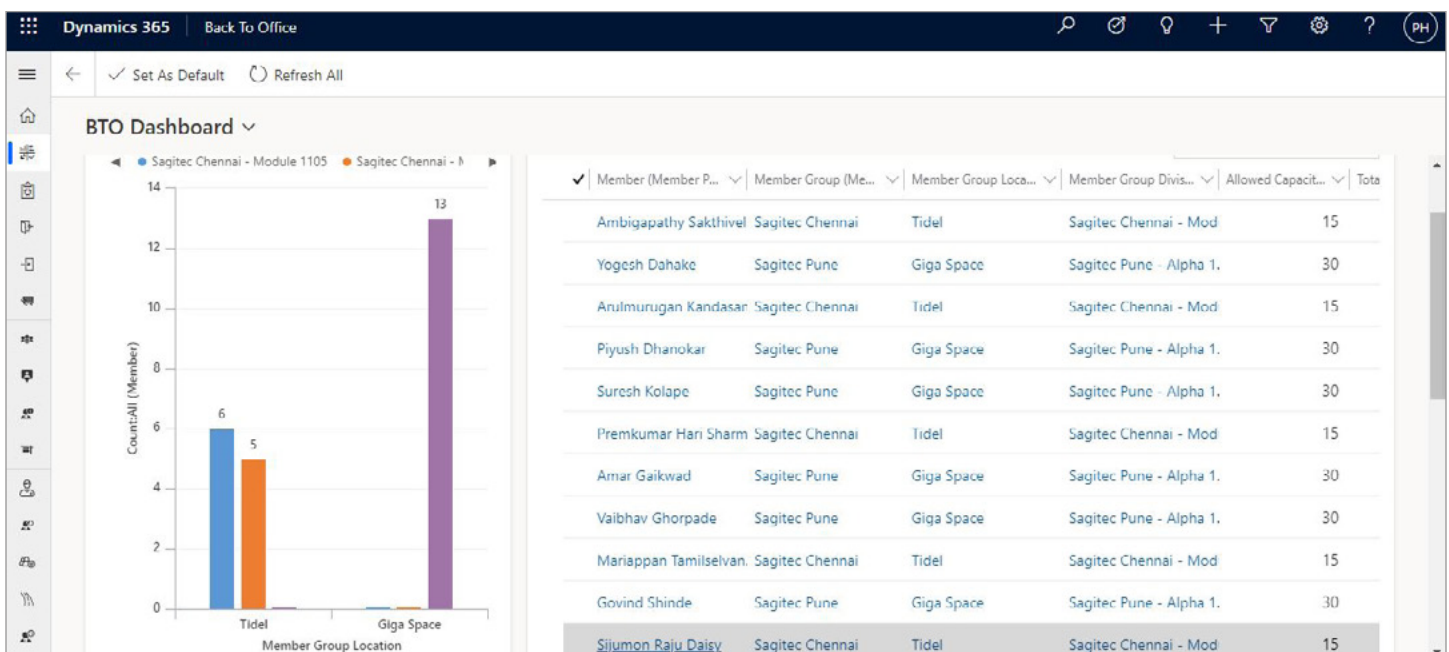
Create Flexible Work Environments

To maximize social distancing and reduce exposure, office layouts must be reconfigured to comply with leading CDC and WHO guidelines. This means that not all employees can return at once. The situation requires a “phasing-in” approach; only a certain percentage of employees can return at one time. Desks must be spread out, and an exact itinerary of which employees would be in the office have to be collected every day.



Train Employees on Healthcare Policies

Employee conduct in the office needs to change as much as the office layout. Masks must be worn whenever an employee leaves their desk. Employees must be encouraged to avoid congregating too close together. Daily health screenings need to be completed for employees to be allowed back into the office. Plus, companies must ensure that employees complete their necessary training qualifications and track their progress.



HEALCONNECT

PROGRESS 0%

Do you have a temperature 100.4°F (38°C) or higher?

Yes

No

→

HEALCONNECT

PROGRESS 83%

Are you currently waiting on the results of a COVID-19 test?

Yes

No

← →

Technology Enabling Organization Change

Having deliberated extensively and after considering the fluid situation, the COVID Task Force decided to open Sagitec's India offices in January 2021. The Task Force turned to Sagitec's own Back to Office Solution to overcome each of the previous sections' obstacles.

Sagitec used their Back to Office (BTO) solution as the first line of defense in COVID prevention. By turning to this solution, Sagitec could focus on transitioning their business operations while confident that their employees are protected. Sagitec configured the BTO app to create and manage tailored recovery plans and establish procedures for employee screening, office scheduling, and accessing the workplace.

Sagitec required employees to use the BTO app before going to work every day. This was done to:

- Self-report any symptoms that could present a risk to fellow employees
- Receive a personal risk assessment based on their COVID-19 exposure
- Help the managerial and HR teams know the reasons why they were, or were not, fit to attend the office
- Guide the managerial and HR teams in ensuring the number of employees in the office was not exceeding space capacity

HEALCONNECT

Ok to Enter

Kindly proceed to Pass Generation ([Click here](#))

Kindly generate the pass and show it at the entrance. Thank you for helping us protect you and others during this time

Sagitec, through the BTO solution, set well-defined protocols to ensure a safe workplace. This included office-specific social distancing guidelines, temperature checks, hygiene policies, and isolating symptomatic employees quickly through to the app's interface.

The BTO app provided an instant solution for employees to self-screen before coming to work. It proved especially helpful for HR to identify employees' health status coming to work and keep a tab on employees who failed to check-in. BTO helped Sagitec follow all CDC/WHO and local health guidelines.

How Back to Office Created Short and Long-Term Efficiencies

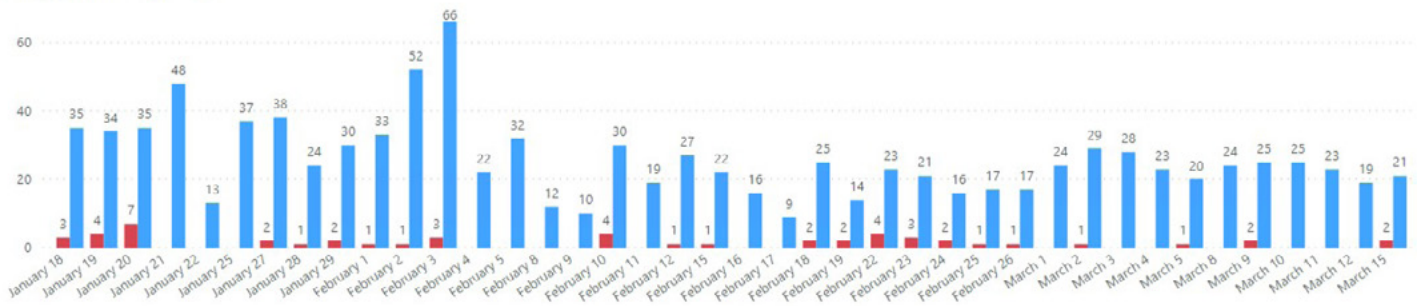
According to multiple employees, working from home was more stressful than working at the office. While Sagitec continues to offer remote working opportunities for those who are in high-risk categories, many employees soon became just as productive, and in some cases, more effective when back in the office. For those resistant to returning to the office, their return will be planned in stages.

With the BTO solution, Sagitec quickly rotated teams in and out of the office safely. Further, employees who found it challenging to connect with their co-workers remotely worked with management teams to create safe environments to foster more significant interaction and collaboration.

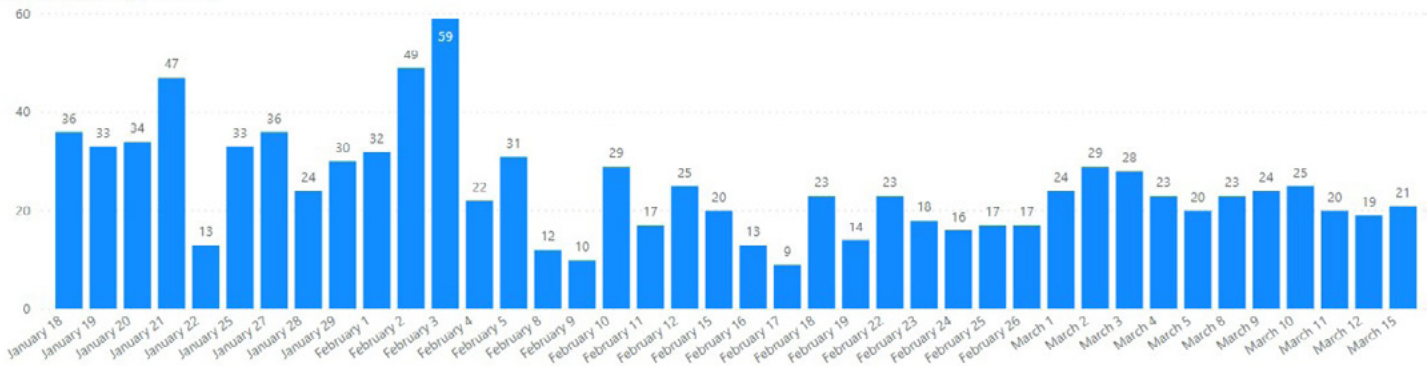
Since January 18, 2021, Sagitec has issued 286 passes to employees. These individuals went through self-screening procedures configurable in the Back to Office app and returned to work. The following month, the platform successfully helped another 456 employees work safely in the office.

Screening Outcomes

Screening Outcome ● Failed ● Passed



Count of passes generated



Before the wave of new cases hit India, Sagitec, out of concern for employees, requested all employees to work fully remotely again. When the situation gets better, the BTO app will provide well-defined protocols now familiar to Sagitec to ensure a seamless transition of its workforce into a safe working environment. The workplace can be in constant change, but the BTO app provides managerial teams with the right tools and logistics for ensuring employee safety and productivity.

About Sagitec

Sagitec Solutions, LLC is a low-code/no-code platform provider. Sagitec's Xelence platform puts speed, simplicity, and evolution at the core of enterprises. Xelence allows citizen developers and IT professionals to quickly design, test, and deploy simple to complex enterprise-grade software applications. Over 30 complex mission-critical software applications run 24x7x365 with demonstrated ability to evolve and scale to incredibly high demands with the Xelence platform.

Accelerate excellence and learn more about Xelence at <https://www.sagitec.com/xelence>



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