

Leadership Through the COVID-19 Pandemic

Executing In Challenging Times

Learn more at: www.eliassen.com/risk-management-business-optimization

Impact of COVID-19

Seemingly overnight, the COVID-19 pandemic has changed how companies and institutions operate and interact with their employees, customers, regulators, and communities. Employees are working from home, businesses are executing continuity plans, delivery models and supply chains have transformed instantly, and new regulations emerge daily.

In this rapidly changing environment, organizations are seeking support from internal and external partners to enable a rapid, agile response to evolve programs as restrictions are lifted and the “new normal” begins to take shape.

How Can We Help?

Eliassen Group is a trusted partner known for standing up complex programs and executing on critical initiatives. Our agile, experienced, hands-on teams are experts in:

- **Providing leadership, subject matter experts, and professional resources** to enable consistent, quality execution of business-critical processes.
- **Establishing program offices and teams** to respond to short and long-term impacts of COVID-19.
- **Evaluating and prioritizing changes** impacting operations, programs, and investments.
- **Executing regulatory change impact assessments** and designing control enhancements for new requirements, products, and regulations.
- **Strengthening governance and oversight programs across the organization** including through the enhancement of policies, procedures, business continuity, quality control, and risk monitoring.
- **Developing and deploying agile training programs** for remote, new, and existing team members.

Common Challenges Our Clients Face:

Already, we see common challenges across clients as companies evaluate business impacts and prioritize resources. These include:

WORKFORCE STABILIZATION

As the execution of critical daily operations has transitioned to remote, organizations are shifting their attention to ensuring availability of the “right” talent through continued turbulence. Deploying tools that enable quality and performance is further complicated by uncertainty in employee health, customer demand, and the ability to identify and securely on-board and train new and/or expanding teams.

BUSINESS OPERATIONS

As customers stay restricted to their homes, interaction models are being updated on the fly. Policies are being temporarily changed along with related processes and procedures to facilitate online and mobile customer interactions. Companies are assessing new and emerging risks driven by “work-from-home” transaction processing and trading, along with virtual teaming to complete compliance monitoring.

BUSINESS CONTINUITY AND MONITORING

Restricted access to key locations and impacts on personnel have triggered BCP/Redundancy plans across organizations and their partners. Companies are looking for supplemental resources to bolster teams, and they are implementing enhanced monitoring around unusual or manual transaction flows.

REGULATORY CHANGE

Passage of the CARES Act and daily actions by the federal and state governments introduce new emerging risks. From employee benefits, accounting, and new lending programs, to credit reporting, mortgage forbearance, and the Paycheck Protection Program, organizations are deploying teams to assess gaps and cover growing capacity constraints across impacted lines of business.

About Eliassen Group:

Eliassen Group delivers strategic consulting and talent solutions that fuel your innovation and business results. We partner with you to marry your business objectives with our expertise, empowering your company to execute business strategy and scale your business effectively and efficiently.