

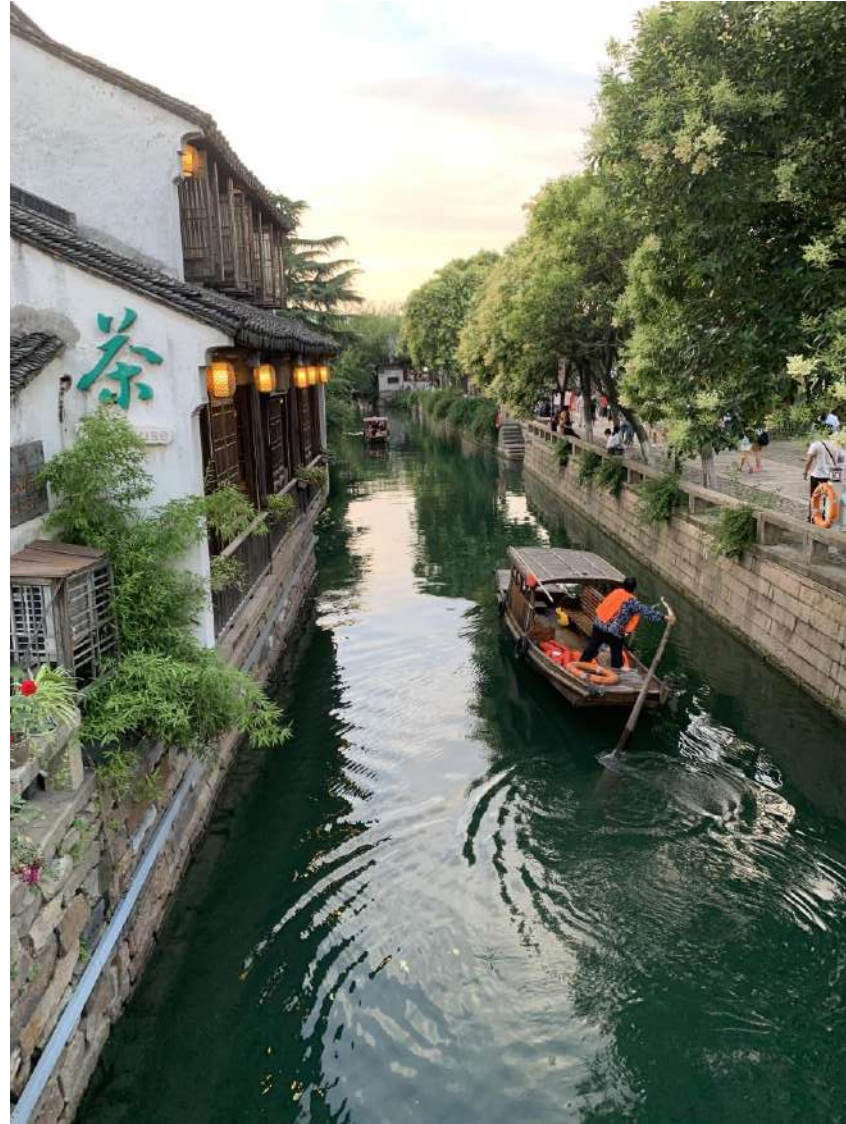
# Working with Asia Post-COVID-19

Trends in Technology, Lifestyle, and Connection

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# What To Expect if You Work With Asia?



Each country in Asia has experienced C-19 in its own unique way.

# How Well Will Asia Adapt to the New “Normal”?

- Containability of the coronavirus crisis
- Impact on the economy
- International mobility (foreign workers, foreign business)
- Ability to adjust and adopt new technology

# Country Snapshots

# Mainland China

- **Virus hits: December**
- **“Lockdown” begins by end of January**
- **Borders closed**
- **Containment is possible (currently at 256 cases in a country of 1.4 billion)**





# Mainland China



- By March restrictions were lifted and we were allowed to return to the office but most chose not to.
- 2.5 day weekends recommended
- Restrictions tighten and loosen according to small resurgences (Beijing)

# Mainland China - Lifestyle

- Tightening and loosening of restrictions
- Mood is very hopeful and positive



An employee works from her home in Shanghai, China, on Monday, March 9, 2020. QILAI SHEN/BLOOMBERG

# India

- March 3 stopped issuing new visas
- March 22 to June 1 under fairly strict lockdown
- Praised by WHO for a thorough and robust coronavirus response, but this will cause significant economic fallout

## How coronavirus sparked a wave of innovation in India



Innovation has been at the forefront of India's response to COVID-19.

Image: REUTERS/Pawan Kumar



# India

## TCS 'work from home' policy: Only one-fourth of workers to come to office; CEO explains Vision 25x25

By: FE Online | Published: May 27, 2020 12:17 PM

One of India's largest software companies TCS has said that by 2025, only 25% of its total workforce will be required to come to office for work, as many companies now opt work from home policy.



- 54% of Indian companies do not have technology and resources for employees to work from home (Gartner)
- Shift to remote work is difficult but government has loosened a lot of security regulations to make it possible
- India's largest software company (Tata) will have 75% working from home by 2025

# Philippines

- Some locations under lockdown since March, including metro Manila, “world’s longest lockdown”, longer than 11 weeks
- Some easing began in May
- A few travel restrictions (Chinese, Hong Kong) but otherwise pretty open



## South Korea



- Creative Koreans
- Contact tracing instead of lockdown + voluntary stay at home
- However [ ] % companies still shifted to work from home

## South Korea



- Restrictions only on Chinese and Japanese passport holders, but 14-day quarantine required
- Government released a 68-page document with recommendations for “post-covid” behavior which included moving meetings and conferences to online format for the foreseeable future

## South Korea

- Can go back to the office but many choose not to
- Difficulty adjusting to lack of oversight





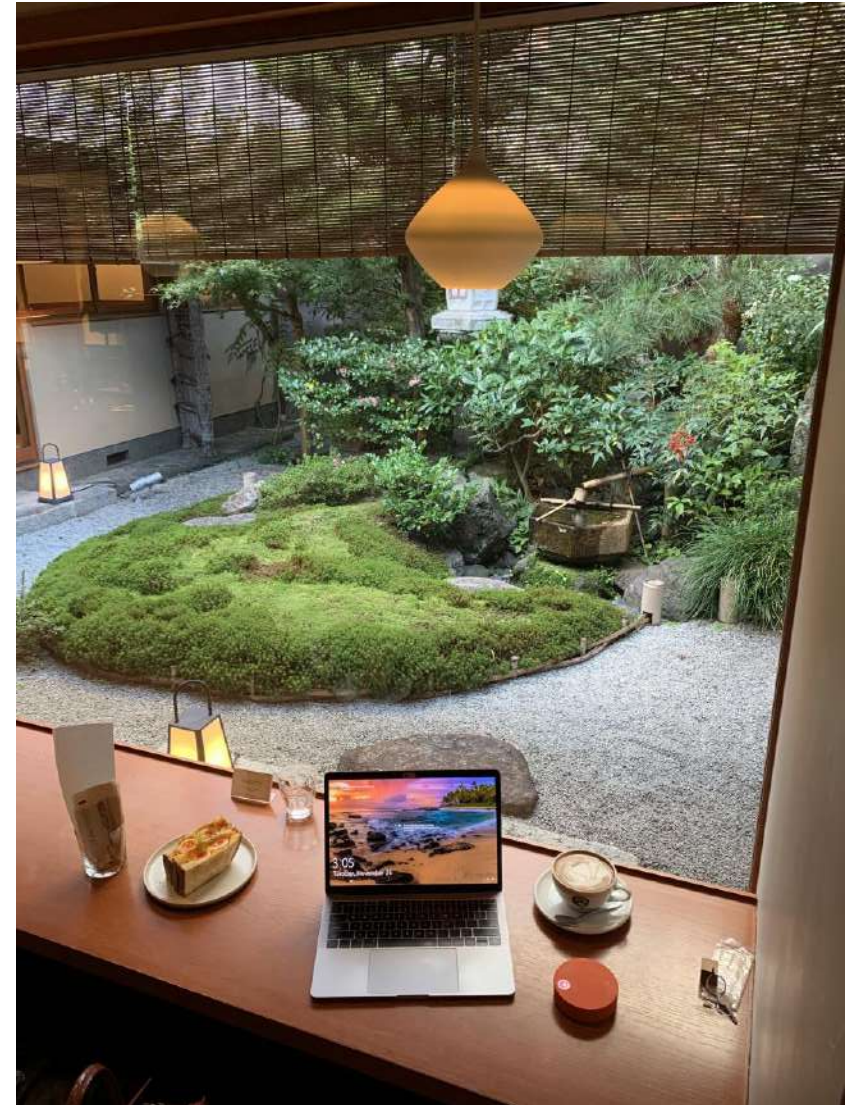
# Japan

- April 7 entered state of emergency, April 10<sup>th</sup> requested the closure of many businesses
- Under Japanese law, lockdowns are not possible
- Did close schools, suspend large gatherings and the Olympics
- Instead asked for “cooperation”



# Japan

- May 25 lifted state of emergency
- Struggling to work from home due to lack of proper technology – no fax machines!
- Travel restrictions are based on previous travel and not on passport
- Also difficulty adjusting to lack of oversight





# Hong Kong

- End of January closed border with Mainland China
- Schools and many offices closed
- End of March closed borders to nonresident foreign nationals
- Potentially a permanent shift to WFH due to high rent
- Now slowly returning to normal



# Taiwan

- Widely praised for coronavirus response
- March 19<sup>th</sup> barred most foreign nationals, this is still in place
- Were able to avoid mass lockdown
- Remote work was not widely adopted



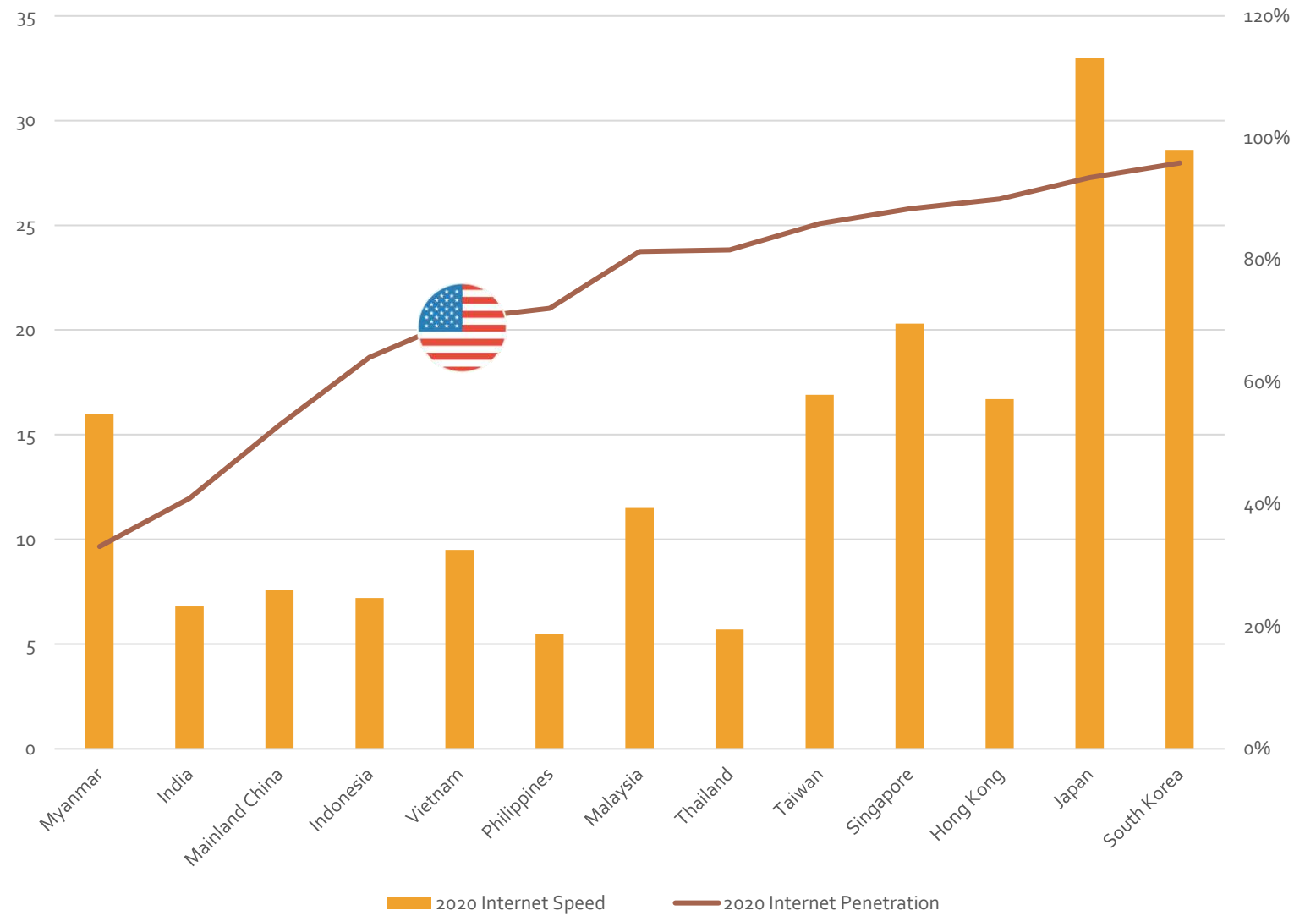
A hotel in Taipei commemorates Taiwan reporting 'zero' new Covid-19 cases for a third day last week. The island has contained the outbreak better than other advanced economies © RITCHIE B TONGO/EPA-EFE/Shutterstock

# The Future of Asia

Technology and Future Trends



# Internet Penetration and Speed



# Technology Trends in Asia

Tech / Start-ups

## Artificial intelligence applications surge as China battles to contain coronavirus epidemic

- Autonomous robots have also replaced human cleaners at segregated wards to reduce infection rates
- The voice robot, which collects and checks information such as personal identity, health condition and whereabouts



Sarah Dai in Beijing

Published: 6:29am, 4 Feb, 2020

Why you can trust SCMP

## Korean Cinemas Test Contact-Free Tech for the Post-Coronavirus Era

By Sonia KIL



# Technology Trends in Asia

- Virtual meetings + rise of regulatory issues
  - Zoom in China
  - All VoiP in the UAE

## Virtual calls

- UAE bans VoIP (including Zoom)
- Zoom limited use in China, working on blocking features that will in theory allow users outside of China (or on VPN) to be unaffected by Chinese laws. In practice, likely to mean it will be blocked for political reasons, could be a problem in China, Vietnam
- Skype and GoogleVoice already difficult to use in China. WeChat is preferred
- Internet in Vietnam, Philippines, Indonesia makes virtual video calls difficult

# Voice technology for touchless interactions

- China, Korea, and Japan are promoting the development of voice technology for everything from hospital intake to elevator buttons



# NLP for Rapid Dispersal of Information + Contact Tracing

- Many Asian countries have more than one language
  - China (1 writing system but ~2,000 mutually unintelligible languages)
  - Indonesia
  - India
  - Singapore

# Future is Asia?

Thank you  
谢谢收看  
감사합니다  
Terima kasih  
Cảm ơn

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