Media Factsheet
EMBARGOED TILL MCI COS 2020

SINGPORE'S TECH SECTOR STEPS FORWARD TO OFFER SUITE OF ICT SOLUTIONS TO BUSINESSES AFFECTED BY COVID-19

Companies can tap on a suite of infocomm technology (ICT) solutions to address business continuity challenges arising from COVID-19, such as workplace separation, visitor management, temperature recording, and contact tracing. This suite of solutions was jointly curated by the Infocomm Media Development Authority ("IMDA") and SGTech, the industry association for the tech sector.

The solutions cover three main areas: Remote Working, Visitor Management, and Productivity Improvements.

Tech industry leaders such as Cisco, Microsoft, and Singtel will offer enterprise grade solutions at promotional rates, including extended free trials.

SGTech will also partner industry associations from other sectors to encourage their SME members in adopting digital solutions.

There are currently 50 tech solution packages available, with more to be added in the coming weeks. To help SMEs navigate the list of solutions, an online directory has been created at http://sgtech.org.sg/SGTECH/Web/Initiatives/COVID19_ICT_Support.aspx.

Related resources:
Annex A: Quotes from IMDA and industry
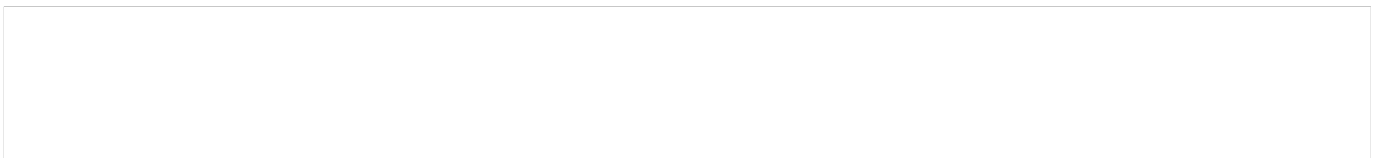Annex B: Examples of COVID-19 ICT solutions providers

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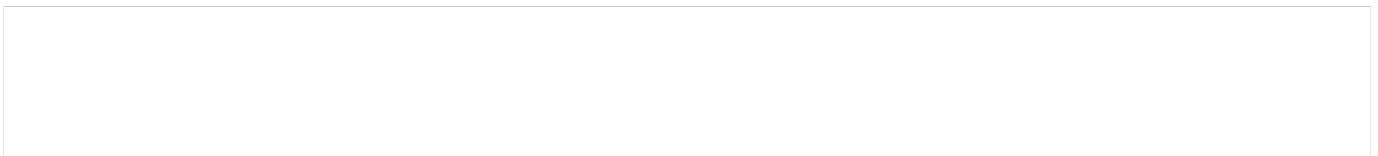Assistant Manager, Communications and Marketing, IMDA
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Annex A: Quotes from IMDA and industry

1. "I am heartened to see the ICT industry come together to offer digital solutions that would be useful to our companies during this period. Remote working and digital collaboration tools allow firms to continue operations despite the disruption brought about by COVID-19. SMEs can use this opportunity to digitalise their operations and better position themselves for the eventual recovery," said **Tan Kiat How, Chief Executive, IMDA**

2. "This challenging time is an opportunity for companies to adopt digital technologies to ensure their business continuity. We are grateful that the members of our tech industry are rallying together to offer special packages to help businesses. Through the use of these tools, we hope that all businesses, particularly the SMEs, can emerge from this stronger and ready to take on the opportunities ahead," said **Wong Wai Meng, Chairman SGTech**

Annex B: Examples of COVID-19 ICT solutions providers
(Full list can be found at: http://sgtech.org.sg/SGTECH/Web/Initiatives/COVID19_ICT_Support.aspx)

Remote working: Remote working (or telecommuting) solutions provide digital tools for your business and/or your staff to carry on business functions off-site.		
Company	**Name of Digital Solution**	**CoVid19 offering**
Cisco	WebEx	90-days Full Feature Trial to businesses
M1	1. Secured Remote Working 2. Mobility Workforce 3. Virtual Meeting Room 4. Microsoft Office 365 Business Premium	1. 24 months contract 2. Free 6GB Local data for first 1K SME customers. 3. Free VPN for remote access 4. Free 2 Months of Microsoft Office 365 Business Premium Subscription for the first 1,000 SME companies.
Microsoft	1. Microsoft Team 2. Office 365 business premium 3. Microsoft office 365 e3 4. Microsoft 365 business	1. Free 2. 1 +1 month Free 3. 1 +1 month Free 4. 1 +1 month Free
Singtel	1. Singtel BizConference 2. Google Hangouts Chat 3. Microsoft Dynamic 365 (CRM) 4. Microsoft Team (Office 365) 5. Singtel Virtual Workplace 6. Singtel BizVoice Unified Communication	1. 6/12 months contract - Free guided set up and local support 2. 6 months contract - Free guided set up and local support 3. 6 months contract - Free guided set up and local support 4. 6 month contract 5. 6 month contract 6. Free 3 months
Visitor Management: Visitor Management solutions enable ease of registration and reduce physical proximity between host and visitors.		
Company	**Name of Digital Solution**	**CoVid19 offering**
Alfa Connections	• Temperature Monitor • Time Attendance apps	40% Discount on package Support related to the Step-by-step guide (1st month FREE).

| Lighthouse XP | Lighthouse Visitor Registration and Contact Tracing 360 | 14 days free trial + 50% waiver of AOE (Activation, Onboarding & Enablement)s |

Productivity Improvement:
These productivity tools enable firms to continue operating without major disruptions. Digital "business as usual" solutions allow firms to reach their customers via online means, and transact with their buyers and sellers online.

Company	Name of Digital Solution	CoVid19 offering
Advocado	Advocado CRM	Extend free additional 3 months Advocado Cloud Software Subscription + Free 12 months additional support per outlet to applicable SMEs
Lighthouse XP	Lighthouse e-Engage 360	14 days free trial + 50% waiver of AOE (Activation, Onboarding & Enablement)
Starhub	Starhub Enterprise Messaging and SmartSecure	Free 6 months subscription