

# Usergroup **Panel Discussion**

How data and technology can drive a better and faster recovery from Covid-19

| 4 September 2020

• LEAVE YOUR MARK •  
• LEAVE YOUR MARK •  
• LEAVE YOUR MARK •



## → What impact Covid-19 had...



**Christopher Brown**  
@browncl91



A particularly relevant quote for this time of working from home and social distancing. [#StayHome](#)

**Do what you can,  
with what you  
have, where you  
are.**

Theodore Roosevelt

♡ 11 20:27 - 21 Mar 2020



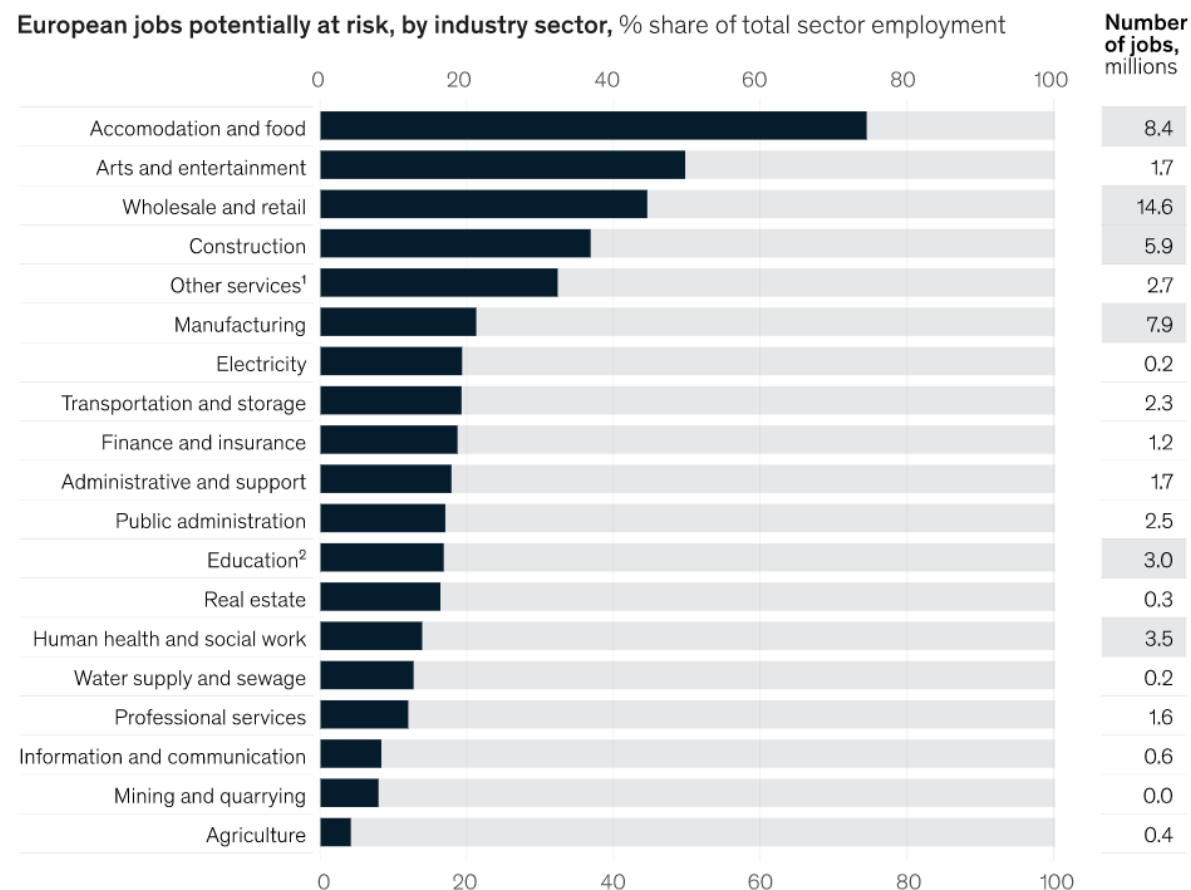
• LEAVE YOUR MARK •  
• LEAVE YOUR MARK •



# → For governments it was is 'All Hands on Deck'



European jobs in accommodation and food, arts and entertainment, and wholesale and retail are particularly at risk.



Note: Analysis determines jobs at risk based on physical-distancing policies and their immediate knock-on economic consequences; assumes high level of physical distancing (defined by lockdown and shelter-in-place regulations by governments).

<sup>1</sup>Includes household employment.

<sup>2</sup>Includes nonteaching employees in the education sector, such as administrators, childcare workers, and social workers; primary, secondary, and tertiary as well as vocational educators are considered essential occupations.

Source: Eurostat; LaborCube; Moody's; Occupational Employment Statistics, US Bureau of Labor Statistics; McKinsey Global Institute analysis

McKinsey expects that more than 50 million jobs will be lost in Europe alone.

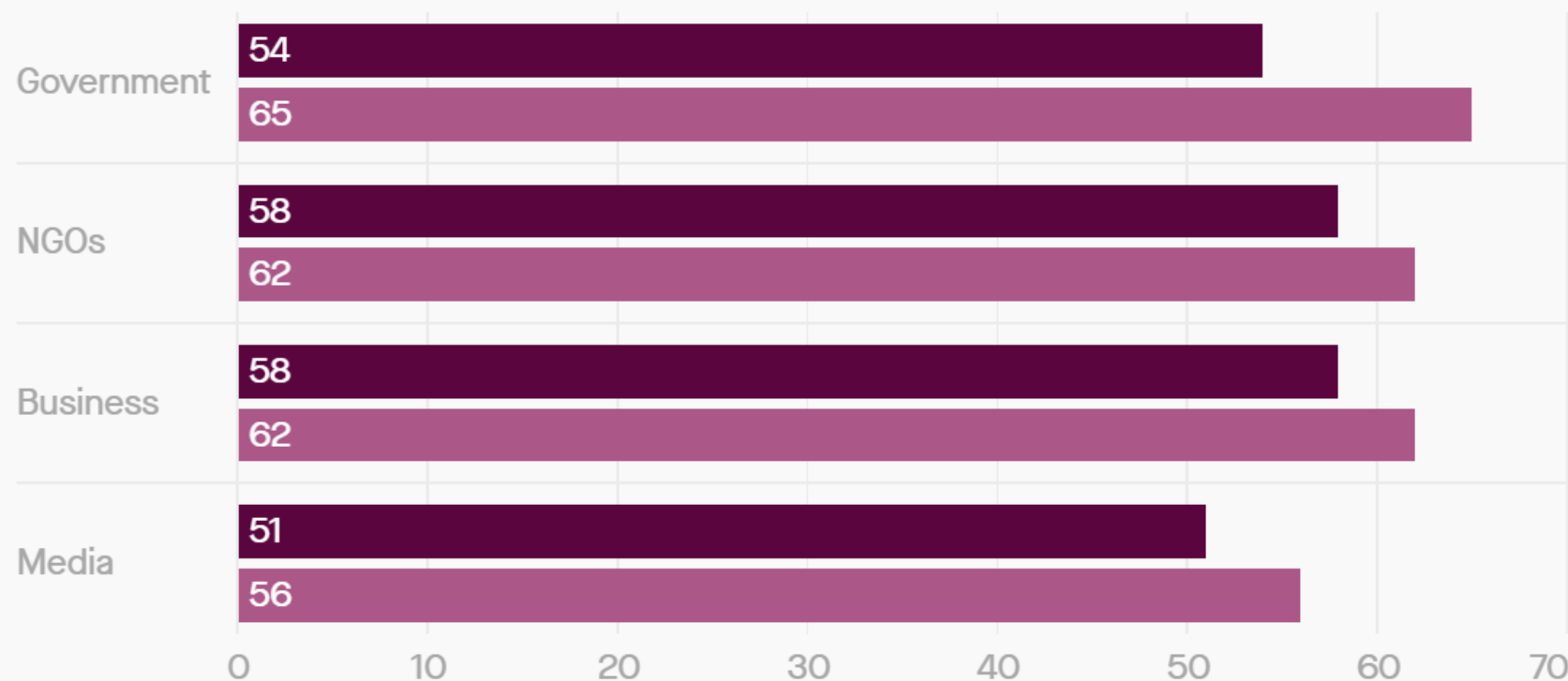
## → But Trust in Governments is soaring



### The Edelman Trust Barometer index has shifted since January

Respondents were asked to indicate how much they trust each institution "to do what is right":

■ January 2020 ■ May 2020



Quartz | qz.com | Data: Edelman Trust Barometer

**Respondents say they want government to lead in all areas of the pandemic response, including:**

- ending the pandemic (73%)
- helping people cope with the pandemic (72%)
- informing the public (72%)
- addressing the economic consequences (86%)
- and being an agent of normalcy (79%)





02

Panel Discussion



How was your organisation  
impacted when COVID hit  
your country?



# Voluntary services with a high share of the market

## Framework

- Government entities become clients of DFØ on a voluntary basis
- All clients have a formal agreement with DFØ
- We provide payroll services on a SAP on prem. system, and HANA db.
- We are about to start providing HR-services from the cloud.

## Market share

- 87 per cent of central government entities are our clients
- Pressure to rationalize drives demand
- Running intake of new clients.
- The interest from our clients for HR-systems and services is huge.

## Volume

- 205,000 persons on payroll
- 1 million invoices
- 550 billion NOK disbursed

POLITI





# What did we do?

## Changes in our own organisation

- Focus: Maintain operation

## Changes in our services

- Focus: Support our customers so that they could do their part to ensure the entire payroll process.

## Changes in our system

- Focus: Support and implement the changes that was the result of the





How was your organisation  
impacted when COVID hit  
your country?





What did you do in your organization after it became clear that we had to face this situation for a longer period?



→ what's your opinion how  
to overcome the current  
crisis and what's your  
organization doing and  
planning for?



Do you believe this  
whole new behavior  
is the 'New Normal'?

**What's your opinion and what will happen  
when a vaccine has been developed?**



What's your country  
now doing to overcome  
the crisis?





What have we learned  
from this situation?

Has this changed the way you and  
your organization are assessing  
digitalization and IT-strategies?



The current situation might be an  
→ opportunity to engage in a comprehensive reform agenda and address some of the country's underlying structural issues, design a new growth model building on all segments of the society.

How do you see this advice for your country?



Do you feel an obligation to  
'earn' the trust and to put your  
constituents more than before  
in the center of what you're  
doing?



## → Last Question



What did you expect from SAP and your relationship with SAP. Has this changed?

Would you recommend specific points to the audience in relation to SAP?

# Agenda →

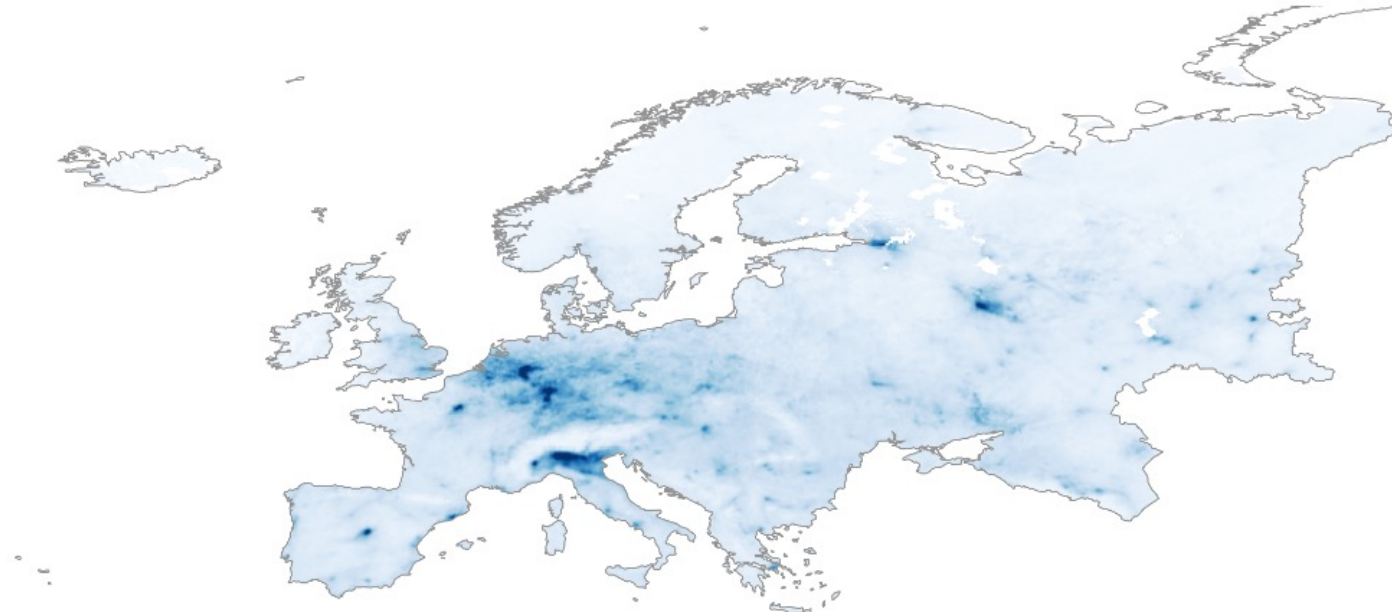
## Wrap up and closure

- Eva Maria Fahrer

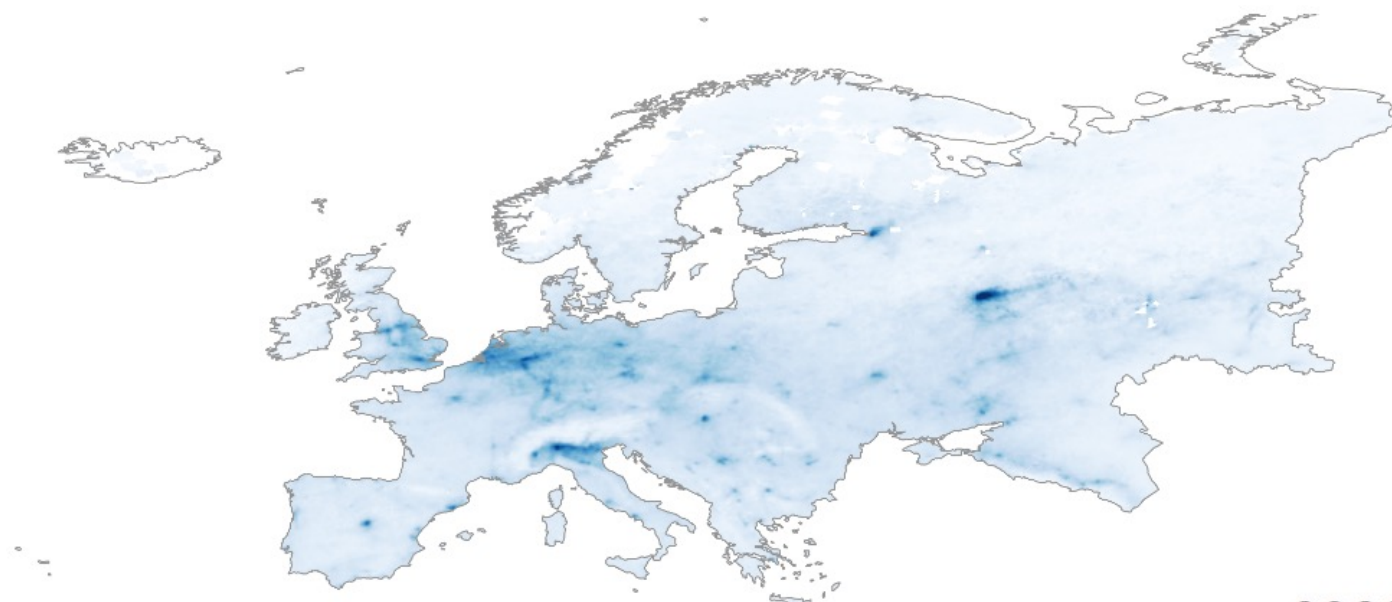
• LEAVE YOUR MARK •  
• LEAVE YOUR MARK •  
• LEAVE YOUR MARK •







**2019**



**2020**



• LEAVE YOUR MARK •  
• LEAVE YOUR MARK •



**100  
DAYS**

**THAT CHANGED THE WORLD**

**HOW WE SEE  
THE STORY EVOLVING**

**THE BEST RUN** 



Thank you

• LEAVE YOUR MARK •  
• LEAVE YOUR MARK •  
• LEAVE YOUR MARK •



| ICA |

**SAP**  
Industries and  
Software Advisory