

Work From Home: If The Experiment Works, It Can Continue When The World is Better Again

As the COVID-19 situation was worsening in India and around the world, popular payments platform MobiKwik decided on March 12 to shift completely to the work from home from the very next day. Most organizations and their IT teams would have struggled with such a short turnaround time. Life has just not been the same the past few weeks. Some love it, the work from home bit, where interaction with other humans is minimal. It has been what they dreamt off all this while. For the rest, this has either been a bit of a rude shock and a new learning that isn't exactly pleasant or something they have taken to with the ease reminiscent of a knife gliding through a cube of lightly warm butter. Whatever it may be, here we are in the lockdown in many countries. In fact, the realities of discomfort and ease are something that apply to corporates as well as the employees. "Our operations team works in shifts due to which they have workstations, so we organized rental laptops for all of them, configured them to our security protocols and made them available in less than 24 hours so that team could work seamlessly from their homes," says Upasana Taku, co-founder and COO, MobiKwik. To have the entire team equipped for the work from home scenario, in less than a day, is no mean feat.

For many corporates too who preferred to have employees sit at their workstations for 8-9 hours a day, are finding this new learning quite interesting. Safe to say. Also, they had no choice. Technology has undoubtedly played a big role in making the transition simpler, at least at this time of a public health emergency. And that's technology at home and technology that runs the very core of your organization's core competence. A few years ago, with much slower broadband lines at home, it would have been hard to imagine the sort of productivity that we now enjoy with 100Mbps and faster internet lines. Add slick video meeting apps such as Microsoft Teams, Skype, Apple FaceTime and Google Duo to the mix and instant messaging apps including the much-loved WhatsApp, Slack, iMessage and Facebook Messenger, and we have a full office setup ready at home.