



# ACCENTURE COVID-19 RESPONSE

## VIDEO TRANSCRIPT

As the impacts of the global pandemic continue, businesses are rapidly adjusting to the changing needs of their people, customers, and suppliers, while navigating the financial and operational challenges. With every industry, function and geography affected, the scope of change is daunting.

During times of crisis, intelligent operations—those that offer agility and resilience—are more important than ever. Accenture is helping clients around the world outmaneuver uncertainty in new, innovative ways.

We've supported a pharmaceutical company's search for treatments and vaccines, by ensuring comprehensive clinical trial data is readily available for regulatory and safety evaluations.

With stores under pressure to meet accelerating demand, we've helped a retailer implement AI-enabled services, to ensure continuity of food supply.

As unemployment requests have surged, we've helped a state government by building an AI-powered virtual assistant in five days. Within the first week, this bot handled 380,000 sessions and more than a million inquiries.

We also used AI to support a national government in identifying over 50 alternate suppliers for ventilators, in under 48 hours. As a result, they were able to source 15,000 ventilators to meet the soaring demand.

Applying machine learning and social media analytics, we're helping a retailer better predict demand and consumer behavior changes. Equipped with these insights, they can assess merchandise and product allocation needs as markets begin to reopen.

Using business intelligence-powered analytics, we've helped a chemical company support the performance of people while they work remotely.

And we've assisted a mobile phone provider to manage supply disruptions and volatile demand. Using machine learning to better forecast needs and help optimize inventory, their shortages are now at 1% or less.

These are just a some of the ways Accenture is helping keep our clients—and the world—running in innovative, new ways.

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