

HOW INFORMATION TECHNOLOGY HELPS BUSINESS IN COVID-19

¹Sobhi AlRebh, ²Mohammed Suwaimil, ³Hani Alsulaiman

Saudi Aramco, Dhahran, Saudi Arabia

Abstract: In the context of steering the battle against the COVID-19 pandemic, governments had contributed in accelerating the next-to-come innovations attempting to stop the wide spread of the virus and its negative influences on economy. Due to business inability to cope with those impacts, numerous commerce had to go off. Other businesses adopted new methodologies that were influenced by the advanced availability and innovation. This article sheds light on efforts that had been accomplished and are still ongoing by all business enterprises, inspired by information technology, to recover the damage caused and more.

Keywords: information technology, business enterprises, COVID-19 pandemic.

I. INTRODUCTION

The nature of businesses around the world is being influenced enormously by the rapid Information Technology's innovations, which plays a major role in guaranteeing the security of representatives, speeding up data dissemination, and keeping up the future's desired progression. It is worth highlighting that governments immensely contributed, and are still, in accelerating the next-to-come innovations to steer the battle against the unforeseen COVID-19 pandemic, targeting its widespread containment.

Unfortunately, COVID-19 worldwide rapid spread had obstructed too many businesses such as money related advisors, utility benefit suppliers, retailers, and others who were depending on in-person communications. Forthrightly, numerous commerce had to go off business because of its inability to cope with the surprisingly negative impacts. On the other hand, other businesses altered their mindset by adopting new methodologies that were influenced by the advanced availability and innovation, Information Technologies have always deemed to offer. Some of those services embraced on the remote collaboration empowerment to strengthen retailers' and suppliers' operations by utilizing contactless installment along with conveyance strategies.

II. ENCOURAGING INACCESSIBLE HEALTHCARE SERVICES

In China, medical supplies along with other basic merchandise are being conveyed by self-driven smart vehicles within the infected zones. Apollo which is the name of a self-driven vehicle assembled by Baidu in collaboration with Noelia is one of many examples. Transporting clinical supplies to medical facilities within Beijing is one of many used cases for Apollo services. As a matter of fact, healthcare organizations are benefiting from Apollo's had offered complimentary cloud administrations' services. Additionally, hospitals are being purified capitalizing on Driverless company's solution by using computerized armada of road cleaning vehicles.

In Japan, Ant work rambles built by Terra Ramble company were utilized to carry required materials within the virus-infected Xicheng city. Likewise, Rambles are transporting gear and solutions in other regions as well such as in California where nourishment and defensive adapt to field clinics and other isolated patients are being transmitted by Nuro R2 automated vehicles.

III. CONFERENCING AND COUNSELING DIGITALLY

Information Technology's innovation had greatly contributed to the digital conferencing methodology COVID-19 pandemic by primarily riding on the virtual occasions, which had clearly substituted the in-person attendance. The Computerized Interface was the title of Google Cloud Following '20 conference which was facilitated online. A North American tech conference by Collison shadowed the same approach depending on high-tech tools' assistance. In the

same context, money advisors capitalized on a web-based budgetary program for the communication with clients viably. Microsoft's video conferencing computer program called Groups was made accessible to all National Wellbeing Benefit's (NHS) staff within the UK by utilizing texting and audio/video calls' features, availing to exchange patients' health status anywhere. Also, online interviews were begun to be conducted via Zoom by Numerous numbers of specialists in China.

IV. ADVANCING ONLINE LEARNING

Education as well had ridden the wave by having the schools and colleges substituting the mandatory on-premise teaching approach with the online coaching model. Video conferencing applications such as GoToMeeting and Microsoft Groups have been utilized by plentiful education institutions, whereas new devoted learning stages were built by others. Consequently, massive complementary learning websites have witnessed major enhancements along with material's growth trending, which led the development of numerous free online learning websites, fulfilling clients' needs during such critical times. It is worth mentioning that BYJU'S, an internet mentoring platform in India, had reported a 200% increase in unused memberships.

V. EMPOWERING CONTACTLESS MOVEMENTS

To support and preserve the obligatory social distancing, Information Technology had exerted outstanding efforts particularly in self-driving vehicles, robots, and rambles by availing unattended services around the world to convey mandatory products being shopped and requested online. Moreover, the arising innovation in trade participated in reshaping the online retailers, food aggregators, and eateries in a way to emphasize on the contactless deliveries such as the development of personal e-wallets along with other computerized installment tactics. Simply, clients place an order and process the required payment online which then results in an operator conveying the package to their doorsteps. This encouraged several companies to pay more attention for picking and dropping products at assigned areas, giving up all physical means of deliveries.

VI. EXPANDING STRAIGHTFORWARDNESS IN DATA

Some of many challenges that Information Technology's innovation is encountering and continuously battling against are miscommunicating and sharing off-base information that might led to catastrophic situations. To minimize the potential risks and as much as possible to eliminate harms to customers, counterpart measures had been taken by most of the market lead companies such as Google, Facebook, and YouTube; precise data was disclosed to clients, Fake Insights Artificial Intelligence and Machine Learning were being utilized to distinguish fake news and prevent their uncontrolled spread. In addition, World Health Organization (WHO) was being supported by other social associations to ensure supplying confirmed truths to clients and business sectors. One interesting initiative that was taken by Indian telecom companies to spread mindfulness wherever possible was by playing coronavirus caller tunes.

VII. CONCLUSION

Despite the continuing impact of the epidemic, efforts are still ongoing by all business enterprises, inspired by information technology, to recover the damage caused and even rise.

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