



**unqork**


# How No-Code Empowers Businesses to Manage Reopenings Safely in the COVID-19 Era

Unqork's Workforce Resilience solution helps enterprises rapidly implement a reopening strategy that supports safety and mitigates risk.



# Contents

Introduction	3
Unqork + Workforce Resilience	5
Resilience in Action	8
Why Unqork?	9



**In January of this year, very few businesses in the US were actively preparing for the impact of a global pandemic. By March, no company was left unaffected by COVID-19 or the social distancing mandates that followed.** The last few months have challenged companies to maintain productivity despite a suddenly remote workforce<sup>1</sup>. However, some of the biggest hurdles still lie ahead.

Enterprises around the world have been tasked with responsibly reopening worksites in a way that limits risk to their business and employees. This challenge is both unprecedented and evolving. It requires organizations to match a systematic return-to-work strategy with a robust set of digital tools.

**But where to start?**

<sup>1</sup>A [Gallup poll](#) found that during the height of the spring pandemic, nearly 7-in-10 US employees were working remotely all or part of the time. The same poll found that only 1-in-4 remote workers wants to return to workplace once restrictions are lifted.

After conferring with our clients—which include some of the biggest global enterprises in the world across numerous industries—we have identified three key capabilities all organizations must have to responsibly and efficiently reopen worksites:

### **1. EVALUATE RISK OBJECTIVELY**

Critical decisions about reopening (or closing) begin by systematically quantifying risk for each worksite. This requires the ability to continuously ingest, process, and contextualize multiple external sources of information (e.g., regional COVID-19 incidence and transmission rates, national and local government reopening guidelines, and regional capabilities for contact tracing and testing) as well as internally collected data regarding employees and facilities.

### **2. MANAGE IMPLEMENTATIONS EFFECTIVELY**

Implementing a return-to-work strategy requires companies to have the ability to remotely communicate with employees, continuously gather information from workers regarding potential symptoms of COVID-19, address exposures within the workforce (including incident management and quarantine processes), oversee facility sterilization efforts, and manage employee workspaces.

### **3. REEVALUATE RISK CONTINUOUSLY**

The global pandemic is a still-unfolding event and therefore requires a flexible response. Companies must continuously reevaluate office-level risk and appropriately adjust capacity thresholds, opening/closing decisions, and implementation approaches as the context changes. Any updates must then be efficiently cascaded through existing workflows. (Indeed, we have already seen one of our clients re-open offices, only to later realize a need to reduce capacity for some offices and re-close others.)

Building an application capable of addressing all the needs detailed above can take up to a year to deploy using a traditional development approach<sup>2</sup>. This is time businesses *don't* have, and which is why today's most innovative companies are turning to no-code.

No-code allows companies to tailor and deploy sophisticated custom applications in a matter of weeks (see “Workplace Resilience In Action” on page 8). In this eBook, we will explore how no-code in general, and Unqork's Workforce Resilience & Risk Management solution in particular, empowers organizations to rapidly develop the digital tools they need to get back to work efficiently and safely.

<sup>2</sup> Research shows complex enterprise IT projects typically take [anywhere between 4-to-12 months](#) to complete.



## Unqork + Workforce Resilience

Built on top of the first enterprise no-code platform and created in partnership with global leaders in risk management, Unqork's **Workforce Resilience & Risk Management** solution has been designed to accelerate the implementation of organizations' unique COVID-response frameworks and to address shifting workforce dynamics.

The solution provides a suite of proven configurable components specifically designed to help businesses organize and implement a data-driven return-to-work strategy. Companies can use it to build auditable approval workflows related to office reopenings (and closings), thresholds for occupancy, visitor admissions, and other key elements of the worksite reopening process. The solution allows organizations to effectively manage their implementation with targeted engagements with their workforce, including digital channels for employees to securely submit health information as well as information pertinent to contact tracing. It can also help office managers effectively manage workspaces and facilities (cleaning, scheduling, etc) based on official guidelines and best practices.

Even better, the same functionality that accelerates the speed of initial builds empowers companies to rapidly amend and append their application in the future, meaning companies can easily update workflows and processes as new regulations and/or best-practices emerge.

Unqork's no-code-powered solution allows organizations to configure their unique workforce strategy across three areas:



### COMMAND CENTER

- ◆ **Data dashboard:** The solution provides a consolidated view of all incident-pertinent data with integrated and mapped external public health datasets that can be used to inform decisions (e.g., sudden COVID spikes in a neighborhood where employees live). These graphic displays, which can be layered on top of employee health status data, help management make informed decisions regarding logistics, workforce management, and contingency planning while providing a holistic overview of all company incidents and response metrics.
- ◆ **Admin builder tools:** Here, designated admins can design employee questionnaires, workflows (including seamless integrations with internal systems and external solutions), and campaigns through an intuitive drag-and-drop interface. Admins will also have the ability to identify teams, build permissions, and more.



## FACILITIES RISK MANAGEMENT

- ◆ **Stakeholder alignment:** Through tailored workflows that adhere to company protocols and local-regulations, the solution centralizes risk management and incident response, keeping all stakeholders abreast of important status information. All interactions are tracked in an end-to-end encrypted log management system within the solution.
- ◆ **Risk scoring:** Unqork's risk management component quantifies risk related to reopening specific worksites using objective information. The solution continually ingests data from multiple external- and internally-collected sources, which it processes through a tailored, company-specific framework. Risk scores can be used to trigger auditable, transparent workflows for each office. This makes it possible for companies to easily cascade changes throughout their application based on changing events for openings, or closings.



## EMPLOYEE ENGAGEMENT

- ◆ **Employee information gathering:** The solution can be used to conduct employee health surveys on a regular cadence (daily, weekly, etc). This allows companies to discern the work-ready status of any team members accessing a shared space. These surveys can be executed remotely (ideally before employees leave home for their shift) and handled discreetly. All surveys can be designed to minimize the gathering of sensitive information and all health data, guided by local regulations, and routed to relevant decision-makers—and only those decision-makers—through easily-configurable role-based access control (RBAC). Indeed, security is a foundational element of the Unqork platform, which is both HIPAA and GDPR compliant.
- ◆ **Secure targeted communications:** As organizations attempt to return to business as usual, the workplace almost certainly won't be. The solution can provide workers with up-to-date information on logistics (e.g., "all employees must enter the east entranceway, and exit in the north to avoid congestion."), policies (e.g., "face masks must be worn in the common areas"), or relevant information (e.g., latest wellness information and guidelines), centralized in a document management system. Communications can be targeted to specific users or teams.
- ◆ **Automated HR workflows:** The hub can be seamlessly integrated with existing HR and CRM systems. This means employee input from health check questionnaires can be used to automatically trigger relevant HR functions for tracking of sick days, short-term disability documentation, and more. For example, if an employee reports a fever one morning this will automatically trigger a sick day and mandated secure health updates.
- ◆ **Automated internal contact tracing:** The system can keep track of how employees interact in the office (e.g., shared workspaces or group activities). Combined with user-generated data, this feature can support internal contact tracing efforts and other preemptive safety measures. For example, if an employee reports that a spouse received a positive diagnosis, this could trigger a workflow instructing the employee to continue working remotely for an additional 14 days as well as any co-workers they were known to have direct exposure to.

## Beyond COVID-19

In the near-term, workplace resilience efforts will almost entirely be focused on safely and efficiently reopening worksites in response to COVID-19. However, the same tools that allow organizations to maintain productivity and mitigate risk in today's context can provide resilience in the face of future mass-impact incidents such as fires, floods, blizzards, earthquakes, or even political instability.

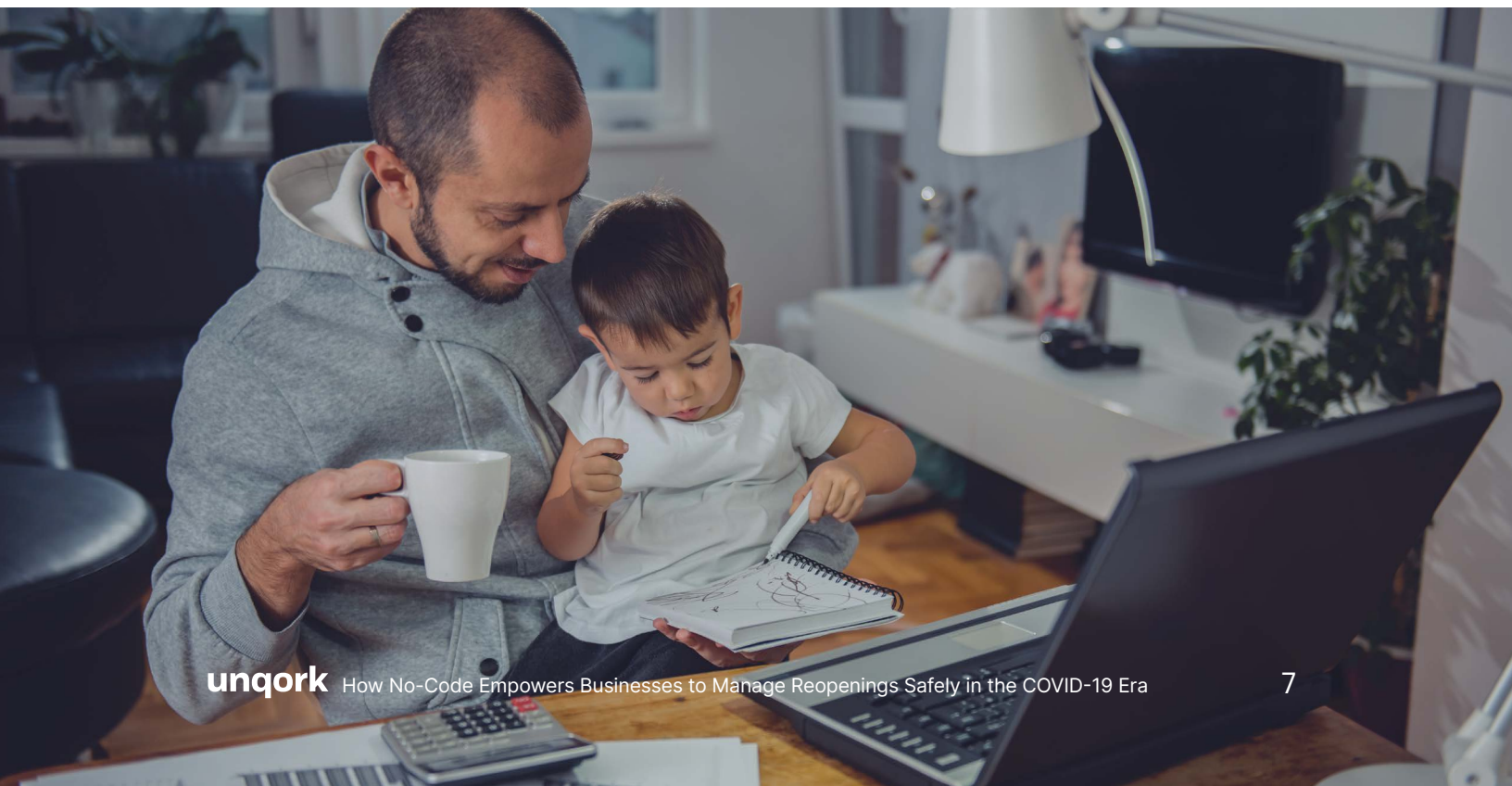
Beyond unforeseen crises, digital enterprise tools will allow companies to flexibly evolve around workforce dynamics that have been growing for years. Notably, the steady transition of information-based companies away from centralized physical locations<sup>3</sup> with workforces that increasingly consist of part-time, temp, and contract workers<sup>4</sup>. Addressing the challenges of these decentralized models, which Deloitte has coined the “[no-collar workforce](#),” will take on new urgency, as recent data suggest these trends have been [accelerated](#) by the pandemic<sup>5</sup>.

In order to adapt to both long-developing trends and unforeseen challenges, organizations will need robust, configurable, and easily adaptable digital tools. Unqork's Workforce Resilience solution can provide the centralized virtual infrastructure organizations need to address whatever disruptions they face.

<sup>3</sup> A pre-COVID [survey](#) of professionals around the world found that 70% of respondents reported working remotely at least one day a week. A pre-COVID report from [FlexJobs](#) stated that 170 American companies were operating 100% virtually, which is up from just 26 in 2014.

<sup>4</sup> A 2018 report from [NPR/Marist](#) found that one-in-five American jobs are held by workers under contract, and predicted that the majority of jobs will be freelance in the next decade—a prediction echoed by a [2017 study](#) by Upwork and the Freelancers Union.

<sup>5</sup> A [recent Gallup poll](#) found that “three in five U.S. workers who have been doing their jobs from home during the coronavirus pandemic would prefer to continue to work remotely as much as possible, once public health restrictions are lifted. In contrast, 41% would prefer to return to their workplace or office to work, as they did before the crisis.



# Resilience in Action

In response to COVID-19, a global risk-mitigation firm with more than 500 offices around the globe shut-down its locations in accordance with government requirements and recommendations from public health organizations. As the initial wave of the pandemic receded in many parts of the world, the company needed to a means to reopen offices while adhering to its strong commitment to employee safety and complying with local health guidelines

Implementing a risk management framework required the company to digitize complex decision-making workflows and integrate them into a scalable application that was flexible enough to meet its internal governance needs—and it needed to be ready in a matter of weeks. That’s why the company decided to tap into the power of no-code.

## SOLUTION

The application provides office-level risk scores based on objective external and internally collected sources which it processes through its own unique framework. Office heads and regional leads can submit reopening requests for their specific locations directly through the platform. The application automatically calculates a risk score for that office based on a company-specific algorithm. Each request is then reviewed by Global Security, HR, Real Estate, and Operations as each stakeholder is guided through multi-step workflows for approval. Users attach documents with data and evidence on regional risk levels, as well as documents such as budgets and office-specific reopening plans—these documents can be reviewed by other users as a part of the approval and sign off process based on strict RBAC functionality.

This application provides a completely auditable digital trail with visibility into which data was evaluated, who approved each decision, and what capacity threshold was allowed for each office. The system allows the company to monitor risk levels for each office and evaluate whether offices need to be closed or operate with reduced capacity.

**3** WEEKS  
to go from  
ideation to  
production

## IMPACT



**Built and launched application within three weeks** to manage input from hundreds of offices globally



**Reduction of thousands of emails and other manual tasks** across security, HR, real estate, and operations teams



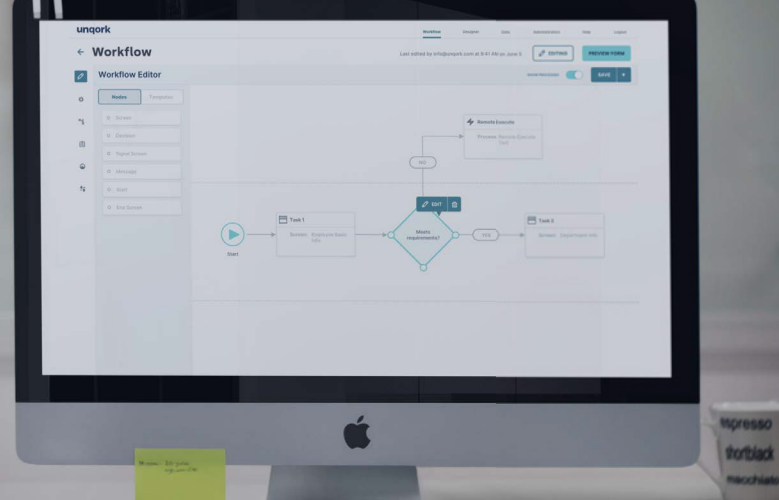
**Acceleration of approval process**



**Full auditability** of office reopening decisions



# Why Unqork?



The leaders of tomorrow will be the organizations that can digitize their processes most thoroughly and adapt their infrastructure most rapidly around a wide variety of shifting challenges. With no-code, companies are empowered to build scalable, secure, complex, compliant, custom applications with unprecedented speed and flexibility.

That's why many of the most innovative companies are partnering with Unqork, the first enterprise no-code development platform specifically designed for the world's most complex and regulated industries. Our platform represents an entirely new paradigm that optimizes every aspect of enterprise development through:



**A unified SaaS platform:** Unqork is a completely unified SaaS platform, which means it provides all the components and capabilities related to crucial areas like compliance (up-to-date regulatory and enterprise rules engines for HIPAA, FATCA, CRS, UK CDOT, Dodd-Frank, EMIR, and MiFID II, etc.), security (native encryption both in transit and rest, custom RBAC capabilities, and crowd-sourced penetration tests), and application management (SDLC governance, application versioning, and module management).



**A visual UI:** Applications are built via an intuitive, visual User Interface (UI) featuring drag-and-drop components that represent user-facing elements, backend processes, data transformations, third-party integrations, and a growing library of industry-specific templates.



**Enterprise-grade standards:** While there are several business-area-specific or consumer-level no-code systems on the market, Unqork is the only no-code platform designed specifically to build scalable healthcare applications with industry-grade security and privacy functionally baked in (e.g., adherence to all HIPAA security standards, encryption of data in transit and at rest, automatic back-up, enterprise-strength disaster recovery, cloud instance isolation, robust access and integrity controls, multi-factor authentication, and more).

Unqork takes on the “heavy lifting” of development and frees companies to shift their focus and resources towards building operational efficiencies, perfecting the user experience, and enacting long-term strategies. By tapping into the power of Unqork’s no-code application platform, organizations can realize:

- ◆ **Accelerated development:** No-code automates many high-volume development tasks so new applications can be built and deployed much faster. In many cases, applications that would take months or years to reach the market can be built in a matter of weeks, or even days.
- ◆ **The elimination of legacy code:** Code becomes legacy nearly instantly. With no-code, organizations only need to be concerned with building business logic, even if there is a technical change, the platform handles all that on the backend.
- ◆ **Ease of updates and maintenance:** Large enterprises can spend up to 75% of their total IT budget maintaining existing systems. One of the reasons is the complexity of making a change in one area requires changes throughout the process. A no-code platform automates many of these cascading tasks and therefore reduces the complexity of making changes.
- ◆ **Business agility:** Whether it is a pandemic, new or changing regulations, or disruptions of a smaller scale, no-code can provide organizations with a way to address events quickly.

Curious about how no-code can be applied within your organization? Get in touch to [schedule a demonstration](#) from one of our no-code experts.

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## Enterprise application development, reimagined

Unqork is a no-code application platform that helps large enterprises build complex custom software faster, with higher quality, and lower costs than conventional approaches.

