



# 10 technology trends to watch in the COVID-19 pandemic

Speaker: Anay Pathak

Senior Technology Consultant – Dell Technologies

# Online Shopping and Robot Deliveries

- In late 2002, the SARS outbreak led to a tremendous growth of both business-to-business and business-to-consumer online marketplace platforms in China.
- Similarly, COVID-19 has transformed online shopping from a nice-to-have to a must-have around the world. Some bars in Beijing have even continued to offer happy hours through online orders and delivery.





# Digital and Contactless Payments

Cash might carry the virus, so central banks in China, US and South Korea have implemented various measures to ensure banknotes are clean before they go into circulation.





## Work from home (remotely)

Many companies have asked employees to work from home. Remote work is enabled by technologies including virtual private networks (VPNs), voice over internet protocols (VoIPs), virtual meetings, cloud technology, work collaboration tools and even facial recognition technologies that enable a person to appear before a virtual background to preserve the privacy of the home.

# Distance Learning

As of mid-April, 191 countries announced or implemented school or university closures, impacting 1.57 billion students. Many educational institutions started offering courses online to ensure education was not disrupted by quarantine measures. Technologies involved in distant learning are similar to those for remote work and also include virtual reality, augmented reality, 3D printing and artificial-intelligence-enabled robot teachers.



# Telehealth

Telehealth can be an effective way to contain the spread of COVID-19 while still providing essential primary care. Wearable personal IoT devices can track vital signs. Chatbots can make initial diagnoses based on symptoms identified by patients.





# Online Entertainment

Although quarantine measures have reduced in-person interactions significantly, human creativity has brought the party online. Cloud raves and online streaming of concerts have gain traction around the world.



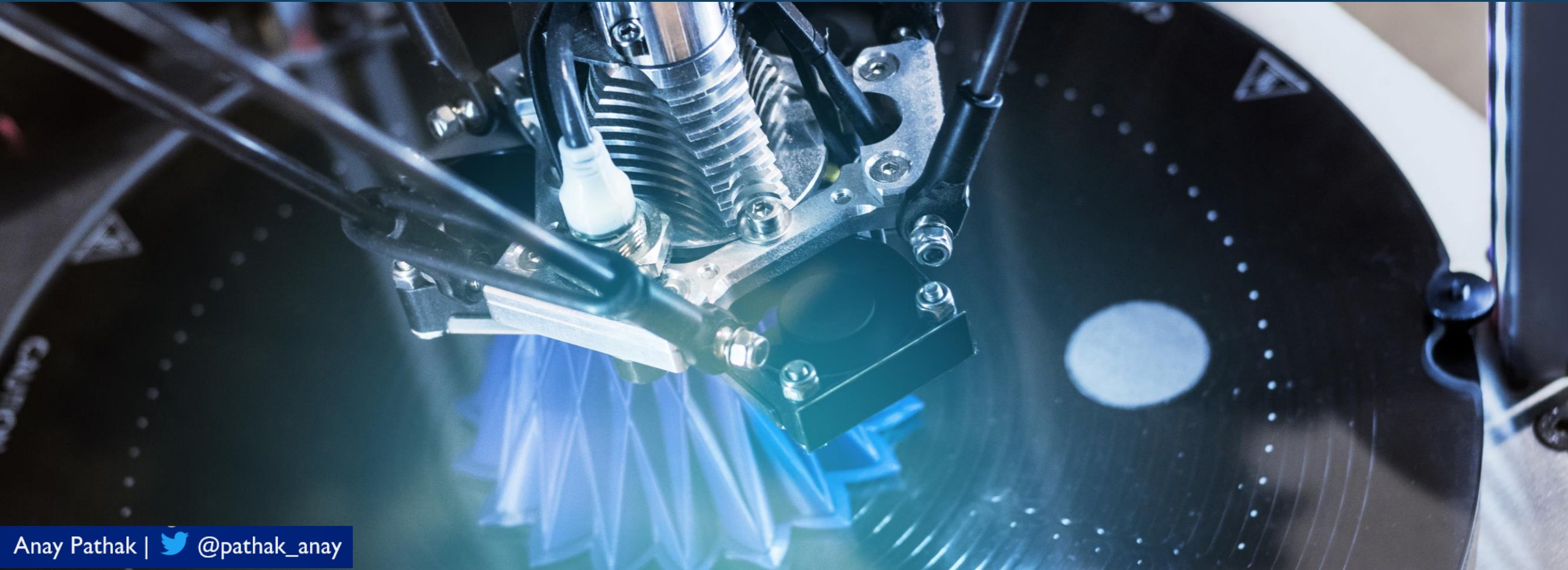
# Supply Chain 4.0

The COVID-19 pandemic has created disruptions to the global supply chain. With distancing and quarantine orders, some factories are completely shut down. While demand for food and personal protective equipment soar, some countries have implemented different levels of export bans on those items.



## Printing (3D/Color)

3D printing technology has been deployed to mitigate shocks to the supply chain and export bans on personal protective equipment.







# Robotics and Drones

COVID-19 makes the world realize how heavily we rely on human interactions to make things work. Labor intensive businesses, such as retail, food, manufacturing and logistics are the worst hit.



# 5G and Information and Communications Technology (ICT)

All the aforementioned technology trends rely on a stable, high-speed and affordable internet. While 5G has demonstrated its importance in remote monitoring and healthcare consultation, the rollout of 5G is delayed in Europe at the time when the technology may be needed the most.



# The importance of digital readiness



COVID-19 has demonstrated the importance of digital readiness, which allows business and life to continue as usual – as much as possible – during pandemics. Building the necessary infrastructure to support a digitized world and stay current in the latest technology will be essential for any business or country to remain competitive in a post-COVID-19 world, as well as take a human-centred and inclusive approach to technology governance.



The background of the image is a dark blue, futuristic cityscape at night. The city is composed of numerous illuminated buildings and structures. Overlaid on this cityscape is a complex network of red and white lines connecting various points, resembling a data network or a social media graph. The lines are thin and delicate, creating a web-like pattern across the entire scene. The overall aesthetic is high-tech and digital.

Credit : <https://www.weforum.org/agenda/2020/04/10-technology-trends-coronavirus-covid19-pandemic-robotics-telehealth/>



The background features a night-time cityscape with illuminated buildings. Overlaid on this is a complex network of red and blue lines connecting various nodes, representing a digital or data network. Vertical lines with glowing blue tips extend upwards from the network nodes. The entire scene is framed by a white border.

**Thank You**