

The Shift to Remote Work and Access for Canadians How the AWS Partner Network Supports the Transition

CUSTOM ARTICLE

The transition to remote work in Canada, particularly working from home, has dramatically accelerated due to COVID-19. According to Statistics Canada's (StatsCan) COVID-19 research, as of March 2020, 39.1% of Canadian workers were teleworking.¹

"The Canadian labor market responded very quickly to the onset of the pandemic by increasing its prevalence of telework to the maximum capacity," StatsCan notes, adding that the transition "might serve as the catalyst for a new way of doing business for years to come."

Industries such as finance, insurance, educational services, and professional, scientific and technical services have broad potential to support telework, with each exceeding 80% potential capacity for their workforces or, in the case of education, students.

The challenge for any organization and its workers is to ensure that users can be productive and secure wherever they are working, with easy access to the data, applications and collaboration tools they need to be successful.

In Canada, the [AWS Partner Network \(APN\)](#) is delivering innovative solutions to help ensure that the transition to remote work and remote access is meeting the needs of public sector organizations, as well as their workers and other users. Many public sector organizations, for the first time, are having to accommodate a remote workforce. This is particularly important in COVID-19-related responses because many Canadians are working from home for the first time.

Here are some of the ways in which [AWS Public Sector Partners](#) in Canada are leveraging cloud solutions to support and empower remote work and remote access.

¹ "Running the Economy Remotely: Potential for Working from Home During and After COVID-19," Statistics Canada, May 28, 2020



Custom Media

Use case: Enabling remote access to more than 300 student applications

In education, gaps in the availability of academic resources has had a negative impact on students. When the global pandemic led to the abrupt and complete shutdown of all campuses of Humber College Institute of Technology & Advanced Learning, the school's only academic application access was via 2,450 on-premises Windows workstations in dedicated physical locations. Humber suddenly needed an accelerated response solution to enable remote access to a portfolio of more than 300 academic computer applications (productivity apps) through any device, by any authorized user, in any location.

With the help of AWS Premier Partner Onica, a Rackspace company, Humber is making it possible for students to access software that is typically found only in computer labs on campus.

Humber, which serves more than 30,000 full-time students in Toronto and is Canada's largest college, jumped into action quickly to get students online—and with access to the applications needed. With the help of AWS Premier Partner Onica, a Rackspace company, Humber is making it possible for students to access software that is typically found only in computer labs on campus. Within a few days, [Onica](#) and Humber were able to design, build, and test a production solution on AWS. Using Amazon AppStream 2.0, as many as 450 applications have been rolled out so that students may continue their studies remotely. Within days of starting the project, the most critical titles were up and running and are now accessible to students on any device and from any location with a quality Internet connection.

Use case: Creating an engaged customer experience

Managing the customer experience is critical and requires constant care and monitoring, particularly now that many more Canadians are working from home and doing business online rather than in person.

Public sector organizations need to create engaging experiences at every step in the customer journey. [Online Business Systems \(OBS\)](#) is focused on transforming the customer experience by leveraging the power of contact center solutions to proactively anticipate and address customer needs across all channels, delivering omni-channel experiences.

OBS offers a range of customer experience (CE) managed services, providing clients with a flexible way to monitor, manage and improve customer experience using collaborative tools and data-driven information. OBS CE managed services include:

- Managed Contact Center as a Service (CCaaS)
- Omni-Channel Conversational AI, a self-service cloud-based platform that allows organizations to maintain their intelligent routing platforms for agent interaction
- Managed Communication Platform as a Service (CPaaS)

Use case: Enabling remote collaboration and virtual teams

[TekStream](#) solutions blend business consulting, implementation, managed services and recruiting expertise to help companies move to the cloud. One of the company's solutions proving to be of particular value to healthcare organizations—as well as educational institutions, government agencies and other public sector service providers dealing with COVID-19-related response—is a real-time video and instant messaging communication accelerator. The accelerator supports remote collaboration, enabling virtual teams to use video and other tools to be more productive.



As more and more clinicians rely on telehealth capabilities to provide a wide range of services during the pandemic, including office visits, mental health services and family consultations, easy access to voice and video is essential. TekStream's voice and video conferencing solutions can connect the public with mental health professionals and other healthcare providers.

Looking ahead

The shift to remote work and remote access has been taking place for a while, but it is accelerating in response to COVID-19. As public sector organizations look to the future, the need to

enable remote access will only grow. Delivering a productive experience to users and workers will be a vital factor in adapting to a changing environment.

AWS and APN Public Sector Partners are taking a lead role in easing the transition to remote work and providing innovative tools for healthcare providers, educational institutions, government agencies and other public sector service providers.

To learn more about the full range of Public Sector solutions from our APN Partners, please visit <https://aws.amazon.com/partners/find/>.
