

# The Adecco Group: Staying on course in the throes of a global pandemic.

## Challenge

A global company employing tens-of-thousands in over 60 countries, The Adecco Group was building a new command center to manage their digital business on a single pane-of-glass—precisely as the COVID-19 pandemic took hold.

On top of the already-daunting challenge to connect their worldwide digital operation, The Adecco Group needed to do so within strict social-distancing and remote-work constraints at their physical command center, in a world that had switched to remote work overnight.

As a multinational staffing firm, plainly instrumental during a once-in-a-generation global employment challenge, this was possibly the most critical moment in the company's half-century history.

## Solution

Originally, the firm intended to simply connect their sprawling operations through the new command center where several hundred of their professionals could collaborate. Activu's vis/ability Platform was ideally suited to securely bring together visual information: dashboards, realtime video and audio streams, maps, shared desktop screens, documents, and more from across the company's existing network. But, Activu's value didn't stop there.

Vis/ability revealed that the Adecco Group—and its newly-remote workforce—could leap ahead of the quickly-changing world by also integrating with the ServiceNow platform, seamlessly adding Event-Driven Visual Intelligence capabilities that extend the control room investment for their remote teams across the world, outside this one location.

This integration to ServiceNow was accomplished through vis/ability Link, Activu's plugin architecture which connects ITSM, ITOM, and SecOps platforms to automate the common operating picture presented in Activu. Using Link, Activu vis/ability monitors the firm's ServiceNow platform for high-priority incidents. When one meets the criteria a user has specified, Link pulls the relevant dashboards and other contextually-related visual information together—into the common operating picture—and automatically presents it where needed: on display walls, conference room monitors, mobile devices, and virtualized Spaces, accessible anywhere. This Event-Driven Visual Intelligence capability is far beyond what The Adecco Group had envisioned when embarking to create a more collaborative common operating picture.

## Result

Now, the firm is able to run their new command center virtually during a pandemic, since Activu vis/ability introduced decades of military-grade visual collaboration expertise into the corporate command center. The Adecco Group is proceeding to onboard new staff for the command center, both remotely and on-site, improving situational awareness in ways not possible without Activu.

Being prepared for the unknown is a big responsibility; moreso when the mission is as crucial as this one—helping millions of people find the jobs that support their lives and families. With Activu, The Adecco Group's global operation is more prepared for the unknown, because it's already been tested in the unknown, and can call it a success.