

SUREWAY BUILDS TACKLE IN A WEEK WHILE UNDER LOCKDOWN

Sureway and 99X Technology launch Tackle, a software product for business continuity relating to COVID-19. The entire product design and development was done in just 7 days, while both countries were under lockdown, using online collaboration tools.

Sureway AS is a leading Norwegian risk management and privacy consultancy firm in operation for almost 20 years. They began their relationship with 99X Technology in 2012 when they engaged 99X Technology to migrate their existing risk management product, Whatif, to a Software as a Service (SaaS) platform. The successful completion of this project saw Sureway transfer their entire IT operations to Colombo.

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Newly developed Tackle enables companies to provide clear instructions to departments and teams on every aspect relating to business continuity to face the COVID-19 crisis. This includes areas such as infection control, operations, resources and quarantine status. The progress made on these areas is also tracked and reported within Tackle, providing a real-time view to management. Tackle is suitable for both the public and private sector, for business leaders, councillors, mayors and emergency management teams, all who need to react and clearly communicate what everyone should do and receive a real-time status of what has been done.



Kjetil Odin Johnsen, CEO and Founder, Sureway stated, "As the COVID-19 infection began to take hold, we compiled a list of COVID-19 scenarios for municipalities and power companies, which are our major customer groups. We distributed these free of charge so that our customers could best cope with what is happening now. Based on the good feedback we received, we thought of developing Tackle as an effective solution when dealing with crisis situations and will be providing this free of charge to all our existing customers."

He added: "Our distributed team is fantastic and worked day and night to deliver the new software in a very short time. What's amazing is that the entire team – both in Norway and Colombo – was working from home and collaborated using online tools throughout the entire product lifecycle. I've never seen it done before like this – we only saw each other on video! I would like to appreciate the 99X Technology team for their outstanding commitment and productivity to deliver this outcome."

Manoj Fernando, Associate Technical Architect at 99X Technology observed: "We knew we needed to deliver it fast as the impact of Coronavirus was rapidly becoming a crisis in Europe. We had three times as many daily meetings while working from home to make sure everybody was on the same page. We worked during the weekends to get this tool out to our customers and support them in these difficult times. We are happy now that the product is ready for customer onboarding. It's a great team effort!"

The core functionality includes the ability to create requirements for departments and owners on what they should do to prevent infection and safeguard services. It can also be used to understand the resources available within teams and record updates as these resources are consumed. The tool also integrates with collaboration tools such as Microsoft Teams and Skype for screen sharing and obtaining real-time updates. The product already has a pre-filled set of instructions relating to COVID-19 management which are applicable to most companies.

99X TECHNOLOGY AND UNDP BUILD COVID-19 INFO BOT IN 24 HOURS

Understanding the importance of sharing accurate information with the general public during the COVID-19 pandemic, the United Nations Development Programme (UNDP) collaborated with 99X Technology to build a COVID-19 WHO information chatbot.

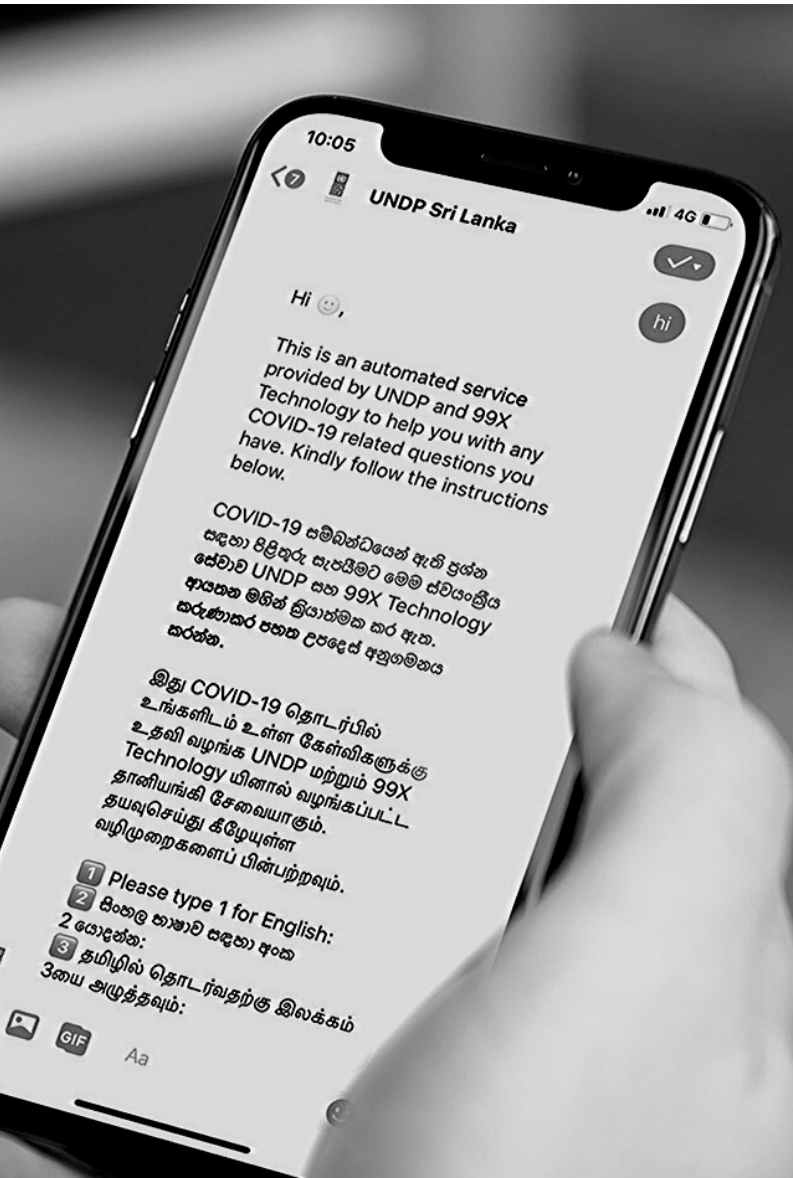
The entire process was done online, with the parties collaborating via Zoom conferencing. The project scope included a localised version of WHO WhatsApp chat bot (Sinhala/Tamil) and the information to be updated real time. The bot also needed to operate on numbers and emojis.

It had to be an option-based guided bot operating based on user input. The Initial interaction with the user requires a "Hi", followed by options for language selection (Sinhala/Tamil/English).

TESTING SHOWS THAT THE INFORMATION BOT CAN SUPPORT 5 MILLION FACEBOOK USERS CHECKING THE APP 5 TIMES A DAY

To ensure quick delivery, the UNDP on their end provided information available on APIs for data, drafted localised user journeys, gave access to information to API and data sources, and the possibility to link with Facebook/WhatsApp to expedite the business API approval process.

In turn, the 99X Technology in parallel submitted the application for API and share reference code/confirmation information with UNDP, conducted POCs (proof of concepts) within hours and created prototypes based on similar applications.



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Speaking about this platform, Robert Juhkam, Resident Representative of UNDP in Sri Lanka stated, "UNDP is pleased to have worked on this very useful and timely bot with ggX. At a time when we need to counter misinformation, not only does this bot provide Sri Lankans accurate information in all 3 languages, but also shows the potential of effective partnerships at a crucial time such as this."

ggX Technology and UNDP collaborated on content creation and translation and ongoing collaboration continues in deploying new content changes. Testing shows that it can support 5 million Facebook users checking the app 5 times a day.

"Given the seriousness of ensuring correct information goes out to people, it was excellent to see the ggX Technology and UNDP teams work together to deliver this information bot in basically 24 hours. A great effort by both teams and it was a testament to the fact that we are geared to deliver similar solutions rapidly to organisations, even while working remotely," observed Hasith Yaggahavita, CTO of ggX Technology.

The Facebook Messenger Bot is now up and running, available to all Sri Lankans in Sinhala, Tamil and English languages, giving real-time updates sourced from the Health Promotion Bureau of Sri Lanka and World Health Organisation websites.

