

# Pandemic Series:

## The impact of technology & the role of Conexxus

*This pandemic article series takes an analytical look at the impact technology has made on our industry through the COVID-19 crisis. We are asking our members: What did our industry learn? How have they adapted? And what role does Conexxus take as an industry leader and partner?*

Prepared by



### What technology helped you adapt in the midst of shelter at home orders plus the need to remain open as an essential business?

#### Virtual Private Network

In speaking with retailers, having a Virtual Private Network (VPN) already in place sped up their ability to move corporate employees to work from home quickly. One retailer mentioned ordering extra connection boxes from their network service provider to decrease traffic on the corporate VPN. This decreased the number of issues with bandwidth and employees losing connectivity.

While corporate level attacks dropped, COVID-19 related phishing attacks saw a significant spike. Email security and training employees are critical for convenience operators now. Two retailers implemented online security training prior to the Shelter at Home orders and were ready when the orders hit. Fighting a ransomware attack while scrambling to stay open is not an ideal scenario.

Another retailer mentioned having a Voice Over IP (VOIP) phone service allowed them to send the VOIP phone home with the employee or to forward it to the employee's home or cell phone which kept corporate employees from losing critical communication time.

#### Communication with Employees

Platforms that allow executives to get information out to essential employees quickly is now critical. New policies and procedures need to get to frontline employees each shift. The companies with strong and secure communications in place are the winners right now. A company intranet site, sharepoint site, or mobile app to distribute information quickly and efficiently to all employees as the COVID-19 virus changed plans daily allowed some retailers to move more quickly.

This communication technology also helps employees feel included and valued. Going to work for

some essential employees was frightening. Good communication regarding safety measures can help ease anxiety for our employees. Additionally, one retailer mentioned that having online training available for new employees was critical in moving forward during the COVID-19 quarantine. The ability to remotely onboard store employees and get them training information was mission critical in keeping stores staffed.

#### Partnering with Conexxus

Conexxus can help you stay informed about new attacks and threats. Our security experts strongly recommend that all work traffic be on a VPN so the data is protected. The Conexxus Data Security Committee meets monthly to review current threats and issues. This is a great place to learn from security experts and stay informed. Our industry has been laser focused on payment security for a decade now. The immediate need to work from home highlighted the need for network and data security in all areas of our businesses, not just payments.

Our industry has a unique opportunity to peer into the future and see how much we need to learn on delivery, last mile, touchless payments and more. The focus on APIs at Conexxus can help us meet these challenges in a streamlined and efficient manner.

This pandemic has taught us that we were not as prepared to pivot quickly on these issues. We need to think and talk about how we can do things better. The [next article in this series](#) will focus on some areas that retailers said could have been better.

Join us in the conversation.  
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and be a part of the solution.



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