Microsoft

Microsoft India for COVID-19

"No concept, theory or idea is sacred and beyond challenge"   *Youval*

Our Stories Together in Government

Microsoft build **Chatbot SAATHI** using Power Apps Virtual Agents for National eGovernnance (My-Gov) live on Self4Society and is expected to cater to 0.3 Million users per day with 20,000+ concurrent sessions per min. The Chatbot ensures that citizens are informed with relevant and accurate information on the current situation. The AI enabled Power Virtual Agent is customized to the Indian context without the need for human agents to respond to the queries.

COVID War Rooms

Five Smart cities have deployed **Contact Tracing application** on Azure using Azure services for citizen support and governance

Government of Assam has deployed three applications on Azure using Azure services for citizen support and governance.
Swathya Sevak (Volunteer app) for **Corona Warriorrs** to volunteer
Charity initiative App for 0.5 Million Govt employees to help families
Assistance For migrant workers of Assam pan India as an outreach program

Health & Family Welfare Department, Government of West Bengal has deployed four applications on Azure for citizen support and health governance.
These applications enable entry and discharge of patients for COVID 19 around 60 hospitals of West Bengal and support other critical disease monitoring (Dengue Management System, Image Capture Application, Paramedical Application). The customer is migrating four additional applications on Azure in a month.

Every State Government in India is planning its ways to prevent and track the spread of COVID - 19. Government of Punjab has launched the Mobile Application COVA Punjab on Azure with support from Apollo Hospitals. The application includes a list of information related to the COVID-19 including awareness, COVID case count by type, preventive measures, traveling information, and even advisories for precaution from Government. Users can also check the symptoms for the coronavirus through the app, tips for hygiene, preventive products, traveling instructions, and the hospitals in the region that is providing care for coronavirus.
COVA BOT framework is extended to multiple Municipal Corporations to enable citizen interaction and exchange of real time information between Government and citizen.

Municipal Corporation of Greater Mumbai built a Surveillance Mobile App using Power Apps for frontline workers for Contact Tracing and details for **Home quarantine citizens**
- Captures surveillance team details and area visited using GPS loc
- Views/updates/creates individuals identified for home quarantine
- Captures the health status of the home quarantined Individuals
- Captures close contact details along with population in the building/society/area
- Searches for home quarantine Individuals based on mobile demographics
- Provides option to capture photo of the individual with ID proof

MCGM is using the platform for Healthcare Emergency Response to maintain supplies and hospitals
The App is being deployed in Delhi Government*, West Bengal Health*, Odisha Health, Chhattisgarh and Army Hospital, Delhi for 15000+ users
BBMP Bengaluru* is using the App for **Institutional Quarantine Management System** for Bengaluru entrants

*In progress

India and Microsoft Public Sector Together during COVID-19

City COVID Life cycle with 9 Solution Pack

First Wave

Remote Work & Realtime communication, Contact Tracing, COVID Warrior empowerment, Sample testing

① Remote, Secure, Real time, Paperless Office and Unified communication

0.65+M Government, Education and Healthcare users in India

Teams
6 Months Trial

② Comprehensive desktop and app virtualization on Cloud for Work from Home

Government Officers

Windows Virtual Desktop

③ Low Code No Code Customizable Contact tracing
Power Apps with 300+ connectors
Deployment less than 24 hours
No downtime during new config
- *35000+ COVID Warriors in 5+ States*
- *Hospitals (Private and Govt.)*
- *Expanding to ASHA care givers*

COVID Surveillance for COVID Warriors
6 Months Trial (Selective)

Diagnosis to Sanitization
State Government, Health Department

CORONA Loop

Second Wave

Centralized Response Centre, Commodities / Supplies / Institution Mgmt.

④ Integrated as command and control center
Real time monitoring and analytics

Smart Cities / Municipal Corporations

Centralized Response Centre with customized COVID Dashboard
6 Months Trial (Selective)

⑤ Healthcare and Quarantine Institution Management
Deployment less than 24 hours
Single dashboard reporting positive cases, managing hospital and city supplies, maximizing resources

State Government, Municipal Corporations, COVID hospitals

Supplies, Staff and Facilities Mgmt.
6 Months Trial

⑥ Supply of essentials (meals / grocery / personal protective / medicines / vaccine)
Login based access to providers
Aadhaar scan and record timestamp of
Audit and compensate provider

Discussion in progress with 3 State Governments

Commodities Mgmt.
6 Months Trial

Third Wave

Operations as Usual (Citizen Connect, Govt. Workforce Mgmt., COVID SOP adherence)

⑦ Citizen Connect for continuance of Government services
ChatBot as a Service (CaaS) AI, ML, NLP
24/7 Chat & Call Support, Live Agent
- *Municipal Corporations*
- *City Service Providers (Railways, Bus Transport, Utilities, Health)*

Citizen Connect

⑧ Workforce schedule with real time visibility of staff availability
- Dynamic forecasting
- Maximize shift coverage
- Staff to update on mobile devices

Government offices, COVID War Rooms, COVID Warrior Workforce, Health Department

Workforce Mgmt.
6 months trial (Selective)

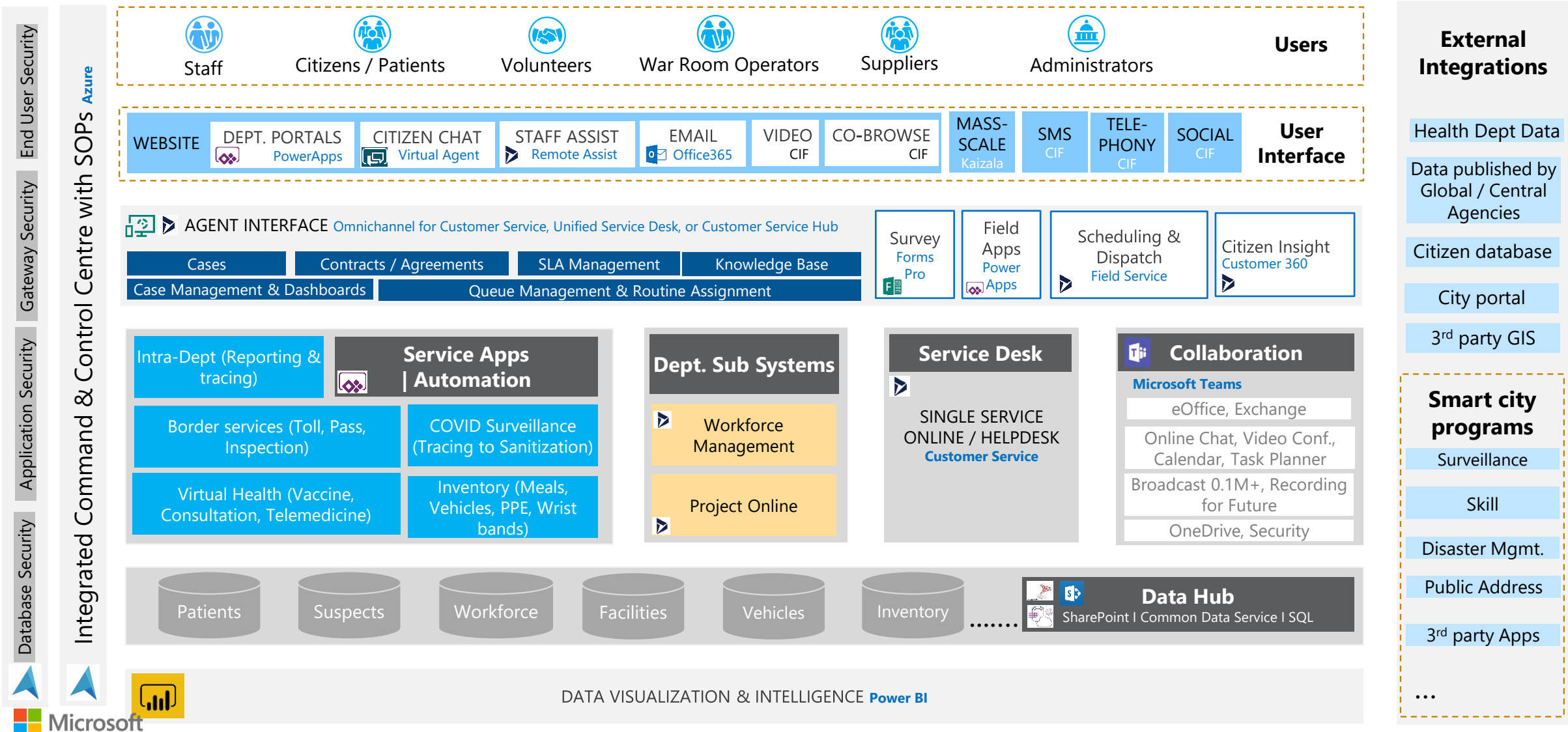**⑨ Tracking and monitoring of violations**
Temper proof geofencing
- *Public Places, Hospitals, Residential Campus*
- *Hospitals, Residential Buildings, Sewa Kendras, Railway Stations, Airports*

COVID SOP violation
e.g. social distance verification, wearing masks, others

Microsoft

COVID-19 Service Operations Centre

Enterprise Architecture

Users

Staff	Citizens / Patients	Volunteers	War Room Operators	Suppliers	Administrators

External Integrations

User Interface

WEBSITE	DEPT. PORTALS PowerApps	CITIZEN CHAT Virtual Agent	STAFF ASSIST Remote Assist	EMAIL Office365	VIDEO CIF	CO-BROWSE CIF	MASS-SCALE Kaizala	SMS CIF	TELE-PHONY CIF	SOCIAL CIF

Health Dept Data

Data published by Global / Central Agencies

AGENT INTERFACE Omnichannel for Customer Service, Unified Service Desk, or Customer Service Hub

Cases	Contracts / Agreements	SLA Management	Knowledge Base

Case Management & Dashboards | Queue Management & Routine Assignment

Survey Forms Pro	Field Apps Power Apps	Scheduling & Dispatch Field Service	Citizen Insight Customer 360

Citizen database

City portal

3rd party GIS

Intra-Dept (Reporting & tracing)

Service Apps | Automation

Dept. Sub Systems

Service Desk

Collaboration

Microsoft Teams

Border services (Toll, Pass, Inspection)

COVID Surveillance (Tracing to Sanitization)

Workforce Management

SINGLE SERVICE ONLINE / HELPDESK **Customer Service**

eOffice, Exchange

Online Chat, Video Conf., Calendar, Task Planner

Virtual Health (Vaccine, Consultation, Telemedicine)

Inventory (Meals, Vehicles, PPE, Wrist bands)

Project Online

Broadcast 0.1M+, Recording for Future

OneDrive, Security

Smart city programs

Surveillance

Skill

Disaster Mgmt.

Public Address

3rd party Apps

Patients	Suspects	Workforce	Facilities	Vehicles	Inventory

Data Hub SharePoint | Common Data Service | SQL

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DATA VISUALIZATION & INTELLIGENCE **Power BI**

End User Security

Gateway Security

Application Security

Database Security

Integrated Command & Control Centre with SOPs Azure

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Terms & Conditions

1. Microsoft products and services included in this offer (https://powerapps.microsoft.com/en-us/pricing/) are only for use for COVID-19 related scenarios as a one-time initiative by Microsoft

2. The offers are restricted to customers within specific industries. Exclusions may apply.

3. Offers are for Microsoft Teams, Power Platform (Power Apps, Power Automate, Power Portals and Power Virtual Agents) and Dynamics 365 Customer Service

4. Use of the products and services is limited to 6 months from date of activation. Further use beyond the six-month period will require a paid subscription to the required services

5. These offers are subject to change without any advance notification to any of Microsoft customer/partner

6. Please note trials have a limitation of 1 trial per lifetime of a tenant. If a customer has already had a trial of the requested product in past, exclusions may apply.

7. For any exclusions/clarifications, please reach out to your Microsoft representative

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Thank you

For additional queries, please reach out to samhita.sharma@microsoft.com