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RESILIENCE IN A TIME OF UNCERTAINTY

Companies need to have plans for business continuity, disaster recovery and crisis management, to cope with situations such as a global pandemic.

Mr Albert Joseph Carreon, Head of Global Architecture, Directory Services & Collaboration, Coats, a UK-based industrial thread company, provides an overview of how the company has responded to the disruptions caused by the outbreak of COVID-19.



Mr Albert Joseph Carreon

‘The Singapore Engineer’: Can you tell us more about Coats?

AJC: Coats is the world’s leading industrial thread company. Headquartered in the UK, we have a work force of 18,000 in some 50 countries across six continents around the world.

TSE: How did Coats handle the overall IT concerns during the pandemic? What was the biggest challenge faced?

AJC: The biggest challenge was how to manage remote working as most of the countries declared a total lockdown around March. It was a good thing that our leadership had anticipated this possibility and started preparing our locations globally a few weeks before. We were in a better position to carry out our day-to-day operations while most of the employees were working from home.

TSE: What are some measures that Coats implemented which other companies can benefit from?

AJC: Coats is almost fully in the Cloud. All our solutions and infrastructure are hosted there. We even leveraged the use of Virtual desktops so that we can still work as though we are in the office even though we are working from home. Foresight may have differentiated us with other similar manufacturing companies who may have more difficulties during the pandemic.

TSE: How did the pandemic force Coats to rethink their long term business contingency plans?

AJC: The pandemic just highlighted that technology plays a vital role for a company’s success. We can work from anywhere and still be flexible and productive in delivering outcomes. It has proven that remote working actually works. Probably, we would invest more in making this area by providing further digitisation and integrating everything else remaining on-premise into the cloud. There may be less or very limited face-to-face meetings and some office leases may not be needed anymore.

TSE: What were some measured approaches that Coats picked up that were not part of the processes before the pandemic hit?

AJC: We had to leverage all features of the IT / Business solutions. We had to ensure that these deliver added value to the business. We also had to ensure that we spend

only on essentials that will keep the business running successfully.

TSE: How did Coats benefit from adopting these solutions?

AJC: Even before the pandemic started, Coats had derived benefits from the implementation of solutions provided by ManageEngine, the enterprise IT management division of Zoho Corporation. During the pandemic, the same features and services have proven to be helpful for end-users and IT technicians alike. With ADSelfService Plus, end-users still continue to maintain their accounts and reset their passwords. With ADManager Plus, we have still been able to perform business-as-usual, day to day Active Directory tasks. With ADAudit Plus, we have quickly narrowed down events such as account lockouts and address the root cause, thereby not delaying the work of our colleagues.



Coats employs advanced technologies at its manufacturing facilities.