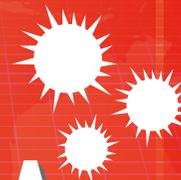




TOPDev

Vietnam IT Market Report Q1/2020 - Part 1
IT Market Summary In Covid-19 Period

VIETNAM TECH COMPANIES IN COVID-19 ERA



In the eye of the storm, businesses are turning bad to good.

The global economy is being covered by a gloomy gray area caused by Covid-19 pandemic - a miserable event that human history has never witnessed in the last century. People from all social classes, small and large businesses have been substantially affected by Covid-19, including the technology sector. The compulsory governmental campaign "Social distancing" has forced businesses to turn on their "survival" mode, which means a series of cost-cutting measures have been implemented.

However, there will always be an opportunity in the most difficult period, in this situation, is the flexibility and creativity in the adaptation of many domestic businesses. Vietnam is one of the countries with a young population in the world, with a population of 100 million and more than 150 million mobile devices, 70% of them connected to the Internet. As a result, it seems that Vietnam has prepared for changes especially for enterprise digitization which is currently being promoted strongly than ever.

The keywords #SocialDistancing #WorkFromHome have been hot topics recently. How businesses turned from bad to good? How did they change in this difficult period? In this report, TopDev will partly illustrate the digital transformation outlook of the Vietnam IT market as well as suggest suitable solutions for businesses in need for support at this tough time.



NGUYEN HUU BINH
CEO - TOPDEV

Transform?



REGULATIONS

Timely internal regulations meet the government circulars, ensuring company and community health and business operation:

- ✓ Obeying new process
- ✓ Employees must immediately adapt to new working methods
- ✓ Internal information is updated promptly & transparently
- ✓ Complying with Covid-19 control measures announced by the Health Ministry.



TOOLS

Applying working protocols based on technology platforms to help manage and optimize productivity:

- ✓ Timekeeping
- ✓ Project, work progress and assignment management
- ✓ Online communication: text and video
- ✓ Employees and Internal information management (stay interactive and connected)



PROCESSES

Thoroughly applying "digital transformation", replacing direct or manual contact processes, monitoring and improving regularly

- ✓ Clear job description
- ✓ Reorganizing communication methods
- ✓ Sticking firmly to the deadline
- ✓ Updating work progress daily
- ✓ Maintaining an effective time frame
- ✓ Documenting workflow

ORGANIZING & IMPLEMENTING REMOTE WORK

Three key elements: Reforming regulations, Applying management tools, and Streamlining processes will be crucial for businesses to reshape their management, enabling workflows to remain smooth and efficient.

Change For Survival

Regarding fast adaptation, many businesses have departments regulate suitable processes to ensure work productivity. Management models are gradually shifting from offline to online, then continuing to "work from home" with only 50% of employees in the office. However, this is not easy for most enterprises especially the large ones with complex operating systems. According to the survey, although IT businesses seem to be less affected by this pandemic, they still have to restrict lots of optional activities, ensuring the cash flow which helps them overcome this tough time.

FAST ADAPTION

66% businesses

- Maintaining business operations, designing new work processes
- Implementing work from home to ensure "Social Distancing"
- Practicing to optimize the model
- Applying technologies thoroughly
- Building a "wartime" corporate culture

COST REDUCTION

22% businesses

- Building a replacing financial plan
- Restricting unnecessary expenses, keeping cash in hand
- Saving corporate resources, re-allocating workload
- Reducing working hours & employees salaries based on voluntary agreements between businesses and employees

DISMISSING EMPLOYEES

7% businesses

- Reducing employees number
- Closing branches and sub-offices

SHUT DOWN

5% businesses

- Suspending operations
- Closing or declaring bankruptcy

WORK SOLUTIONS

For Covid-19 Adaptation

As we mentioned above, we will have tools supporting all departments to somehow transform the company into a better environment both before and after the pandemic. Let's take a look at online tools that play an indispensable part in Vietnamese technology companies today.

LEADERS, MANAGERS

Will be a pioneer in motivating employees to work effectively at home, informing and updating new processes and solutions to help them report more transparently.

EMPLOYEES

One of the important skills which should not be underestimated is communication skill. Employees need to learn how to create a new habit of communicating work results with the managers so that they can keep up with the staff. At the same time, they should be familiar with using applications in brainstorming online ideas together. This will be in fact, different from face-to-face meeting, but in reality, if the communications skill is improved, work efficiency will increase significantly.

HR & CANDIDATES

Although many companies have been using the remote working model, the human resources department has to ensure suitable solutions to maintain the company's personnel. Therefore, we can think of more specific technology solutions for candidate management as well as for interviewing through online models. In addition, activities connecting existing employees should be implemented regularly to maintain the company's culture.

DEVELOPMENT TEAM

This team is familiar with the tools and methods of direct work and project management. However, working without direct interaction will also bring significant challenges in understanding problems and finding the fastest way to solve them. Communication skills are also a weakness of many developers, so this will be an opportunity for them to improve and express the ideas more efficiently and appropriately.

1

SELF-AWARENESS TRAINING

Self-awareness is one of the critical keys helping "work from home" be done in the most effective way. However, with the help task management and work transparency tools, individuals will be more proactive in monitoring and motivating themselves to finish the work on time.

2

COMPANY CULTURE

Companies need to build a supportive culture (an important element but not all companies have) in this difficult period. Building reciprocity will be a momentum helping accelerate work even though all employees are not face-to-face. They will respond to each other faster and more positively. This can be done by creating daily effective scrum meetings, allowing employees to interact with managers to communicate stumbling blocks with each other, thereby enhancing teamwork.

3

STICK TO KPI AND CLEAR WORK QUALITY DEFINITION

Many companies still do not have clear standards in defining work quality as well as specific KPIs. This leads to difficulties in management especially when working remotely. When employees submit the product, the manager feels disappointed. Therefore, defining standards through available tools will help both managers and employees have the same standard, reducing remote work's troubles.

WORKING TOOLS FOR Covid-19 Adaptation



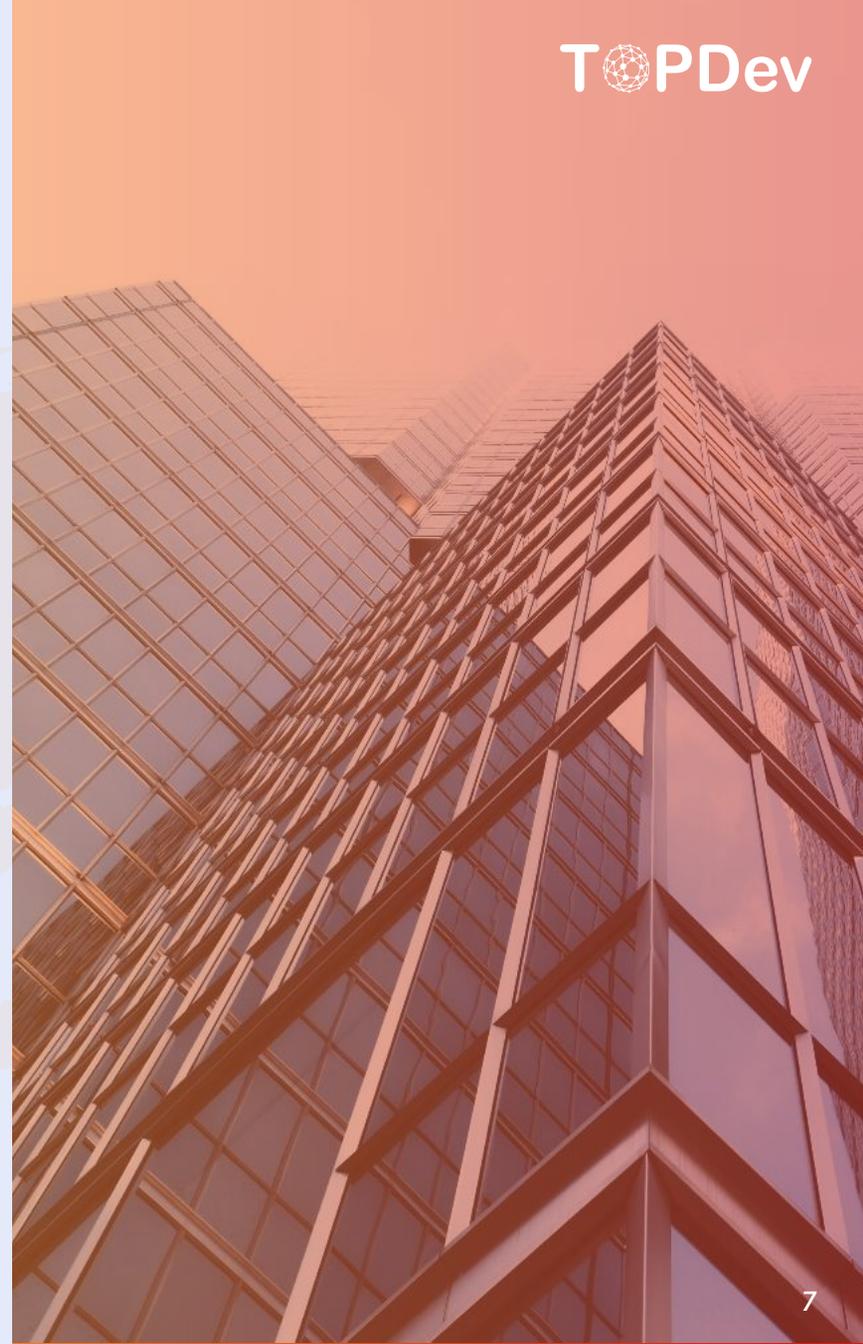
After using chat for workplace communication for a short time, both employees and managers can become inattentive so that applying additional tools will keep things organized.

- ✓ Chat should only be used for instant communication, tasks should be assigned through tools such as Asana, Trello, Coda or Telegram and reported in company's Group or other tools if available.
- ✓ Creating one Group only for announcing crucial news, making sure the employees do not miss any important information from the company.
- ✓ Managers need to reorganize the way they assign the tasks and do not ask employees to complete the tasks suddenly as they did in the past. This will consequently disrupt the work schedule planned according to each person's process and plan. Those little things can absolutely cause big problems.

IS IT RECRUITMENT DIFFERENT IN COVID-19?

Given the current situation, it is no doubt that the recruitment market has been badly affected, but in reality, big companies still continue recruiting for their projects. Smaller businesses and organizations may shift to infrequent recruitment or even stop recruiting. Ministry of Labour, War Invalids and Social Affairs forecast that over 250,000 employees will become unemployed and millions of workers will be laid off. If the pandemic outlook is not positive, 2 to 3 million workers in the whole market will be at risk of losing their jobs .

According to the Ministry of Planning and Investment, in the first three months, 11,630 businesses withdrew each month due to the impact of Covid-19. From January 1st to March 26th, more than 153,000 people had become jobless and had to apply for unemployment benefits, also, millions of workers had to stop working.



In IT Recruitment

Unlike other industries, due to its work nature, still, the IT recruitment market is not largely affected, and some big IT enterprises in Ho Chi Minh City and Hanoi have given all employees the permission to work at home and this does not influence their work progress. The salary of this market, therefore, has not seen remarkable changes comparing to the last 3 quarters of this year.

Currently, the human resources departments are preparing for lots of solutions to maintain the company's personnel. One of the solutions currently used by human resources departments is to create a face-to-face interview process using a tool like VideoCV, and other supporting tools to smooth out the hiring process.



WHAT IS THE THOUGHT OF Developers?

23.9%

Finding ways to increase income during the pandemic

37.5%

Fearing of losing job or income being affected

62.9%

Taking advantage of time to enhance skills & knowledge

12.1%

Taking advantage of time to enhance skills & knowledge

ESTABLISH A SPECIFIC GUIDANCE PROCESS FOR THE PROJECT

Due to certain changes in the working environment, developers as well as team leaders need to set up standard processes as well as clearly documented instructions to help members work together following a common standard, avoiding any unnecessary mistakes while working.

SMOOTHER WORK COMMUNICATION

One of the elements making the success of an effective team is coherent and comprehensive work communication, especially when working from home. Also, work communication should be done more regularly, helping team members know what their teammates are doing so that they will be able to support each other timely.

SET UP DAILY HABITS

Creating or resetting a daily routine also keeps high work productivity whether you work remotely or not. When habits are created together, members can work and support each other better.

SOCIAL DISTANCING

Social distancing should be implemented thoroughly, also this is a huge opportunity for developers to have more time expanding their expertise and learning soft skills. For example: learning a new language, new technology, or even enhancing English for communication at work.



- Stay Productive -

With the most optimistic scenario, we can totally expect that the pandemic will soon be controlled and domestic businesses will restart in the second half of the year.

Although businesses are activating “survival” mode, they should not ignore their long-term vision. This is a good opportunity to pay close attention to the customers, create better products and supporting policies for them. Also, businesses should truly understand any changes in their customers’ and partners’ demands and behaviors to come up with fast adaptive solutions.

3 KEY ELEMENTS BUSINESSES NEED TO FOCUS ON:

01

Businesses should get used to using advanced tools to manage the company, heading towards Digital Transformation. This will be the beginning of a rapid transformation in the digital age.

02

Working together to assist businesses in recovering damages, such as offering programs, product packages that enable businesses to quickly recover human resources as well as restructure company’s management processes.

03

Regarding recruitment, for better preparation for post-pandemic development, businesses need to concentrate on re-investing in Employer Branding & Candidate Engagement, a golden chance for businesses to optimize their human resources as well as refresh their recruitment techniques later.

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