

Techs for surviving COVID-19 or COVID-19 for enhancing Techs?

Saju Khakurel
August 2021



Technology dates back to the start of the beginning of life. However, the idea of *Modern Technology*, which comes to mind when we think of the term *technology*, started just a couple of centuries ago. As the human knowledge about the universe began to broaden, the ways to ease the day-to-day life of humanity began to occupy the people's minds after the other tech applicable sector, like the military. And now within the interim of a worldwide pandemic caused by COVID-19, the sole focus of technologies for the sake of human dexterity seems quite amiable, especially the digital technology. COVID-19 is now a worldwide pandemic that does not seem to possess an instant remedy, and with high transmissibility and ongoing development for effective vaccine or therapy, there might be some time for things to get normalized. Amidst the chaos created by this inescapable epidemic, the foremost appreciative thing now is the growth of digital technology. Any digital advancement to this date that forestalls human contact or optionalize the human presence has now resulted in major human attainment aiding to combat the global pandemic.



Innovation requires impetus. The worldwide impact of novel coronavirus has pushed many businesses, organizations, and industry levels over the technology tipping point and also changed a few of them permanently. According to some surveys, COVID-19 has speeded the difference of digital technologies by several years with little to end alteration in electronic fields like digital payments, e-commerce, online purchasing, tech health, robotics, E-learning, and so on. It has compelled almost every business and e-commerce service provider to virtually automate their workforce, including their record-keeping in online spaces, sales, customer acquisition & virtual interactions, supply chain management, marketing, delivery management, and digitized payments, via e-platforms. Also, the advancing technologies have equally played their role in impacting the fight against the pandemic. There exists relatively extensive literature in this area, where almost 260



articles regarding the kinds of digital technologies that are used during the COVID-19 pandemic. Among them, it found that there are about 15 kinds of hardware technologies and around 50 kinds of software technologies that are used to combat the global pandemic caused by COVID-19 worldwide.



With the arrival of the COVID-19 pandemic, people are using social media platforms more than usual. Virtually overnight, the platform developers had been asked to support a broad sweep of the latest pressures—changing customer demands to digital channels, reconfigure the prevailing features, additional necessary workforce collaboration ability, techniques to support every remote work available of any scale and resiliency and so on. As a result, digital tech has been showing an exponential significance and somewhat revolutionizing the way we were used to handling different aspects of normal work without the

involvement of technology. Various online platforms have quite replaced our traditional way of handling day-to-day activities and are entangled due to the pandemic. This has aided within the enhancement of plenty of the latest features in existing software applications with the mass shift of users to those virtual platforms. The capital market awakened overnight to know that among 2 percent of its investors who had access to its online platform even two years after its online trading platform was launched, had increased overnight during the pandemic and had to completely update the software servers. With zero options for outdoor entertainment like a normal day before the arrival of the deadly virus, the lockdown has led to more people inadvertently realizing the convenience of OTT, which has already created a shift within the way content is consumed on a day-to-day basis. Because of the increased digitization people are more likely to pay using cards or payment apps instead of cash. Apple pay and Google pay are quite beneficial for the event of a web-based marketplace because of their seamless and fast payment experience within the method of checkout. Within the context of Nepal, there are an estimated 4 million digital wallet users now after graduating from ATM debit/credit cards to e-banking and mobile banking making Nepal's economy shortly digitized.

COVID-19 pandemic lockdown resulted in the closure of the overwhelming majority of educational institutes like schools, colleges, universities, etc worldwide impacting over 60% of the world's student population. Because of the inadequacy in following the regular ways, limited by the worldwide pandemic, online learning has come to a stage where it's considered to be an inextricable enterprise. Many organizations in conjunction with educational institutes shifted to online interaction via platforms like Zoom, Google Meet, Google Classroom, Microsoft Teams, D2L, Edgenuity, etc. which has highly increased the number of users overnight. The corporate president of Microsoft,

stated: “2 years of digital transformation has taken place in 2 months”. Their page also stated that around 200 million participate in Microsoft Teams meetings daily, generating quite 4.1 billion meeting minutes. MsTeams now also have around 75 million daily active users, among which two-thirds of the users have shared, collaborated, or interacted with their work files on the platform. On the other hand, when the lockdowns started, Zoom lifted the bounds for the free version of its software in China, and educators in many countries, including the UK, helped to drive its popularity. Later that year it claimed that their sales jumped 169% year-on-year within the three months to 30 April to \$328.2m, because it added quite 180,000 customers with quite 10 employees since January - far more than it had expected.



Thus the COVID-19 pandemic initiated a thorough, sudden, and dramatic digital transformation in society. The pandemic forced us to take an unprecedented digital leap in our lifestyle and practices, our customary ways of handling banking, commerce, learning, and also influenced the way of interacting with the other person. In a flash, the progressing e-techs took a huge step and transformed traditional practices into remote, digitized ones. Accounting for these out-turns it's safe to say that the blooming of digital techs during this pandemic was a notable accomplishment that aided in normalizing arrangements during this global chaos. On the other hand, it's also secure to say that the necessity of alternative solutions to avoid human contact, yet manage to carry out the task, obligated this technology to accelerate towards amelioration that wasn't yet achievable with the then present pace.

