

How Innovation is Accelerating to Meet Coronavirus Challenges

During the coronavirus pandemic, technological innovation has progressed on an expedited timeline to meet new and emerging challenges, according to the industry leaders at Tech in the Time of Coronavirus, a recent event hosted by the Chamber Technology Engagement Center (C_TEC):

The Workforce: As workers practice social distancing, we're seeing fundamental changes in how we work. The challenge for the workforce of today and the workforce of the future will be in adapting to a "new normal," according to Infosys President Ravi Kumar.

Connectivity: As the workforce shifts to become more digital, connectivity will be foremost in the equation. "That broadband connection is quite literally what is driving our daily interactions through our lives," said Ajit Pai, Chairman of the FCC. To make sure Americans stay connected, the FCC asked broadband and telecom providers during this crisis to 1) not cut off service, 2) not enact late fees, and 3) open WiFi hotspots to any consumer.

Data: As telehealth takes center stage, data will be a major player in securing the best health outcomes for patients and communities. One company, RELX, is using data analytics to allow effective contact tracing, determine which communities are most at risk and in need of critical resources, and support patients in recovery.

Automation: Another way that technology is protecting hospital workers and patients is through autonomous vehicles. Recently, autonomous shuttles have been [used to transport](#) coronavirus tests and medical supplies, allowing for another layer of protection and freeing up healthcare workers to focus on more important matters.

Gig Economy: On any given day, more than one million new households are trying to shop for groceries online. "What we saw during the height of the COVID crisis is that what we expected to happen... over a 4- to 5- year period, instead happened over a 4- to 5- week period," said Nilam Ganenthiran, President of Instacart.

[Read this blog post](#) for further insights from our Tech in the Time of Coronavirus event.

—Jordan Crenshaw, Executive Director and Policy Counsel, C_TEC