

COVID-19
'BUSINESS LABORATORY'

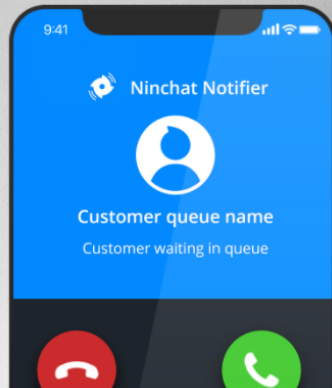
OPERATING IN THE
'NEW NORMAL'

Ville Mujunen, CEO, NINCHAT

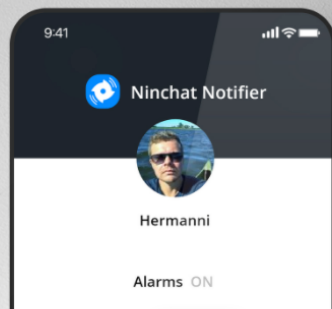
28.10.2020 SHIFTX



Easily accept or dismiss incoming requests in alert screen



Simple on/off switch to toggle alerts



Text and video chat opens in web browser after accepting

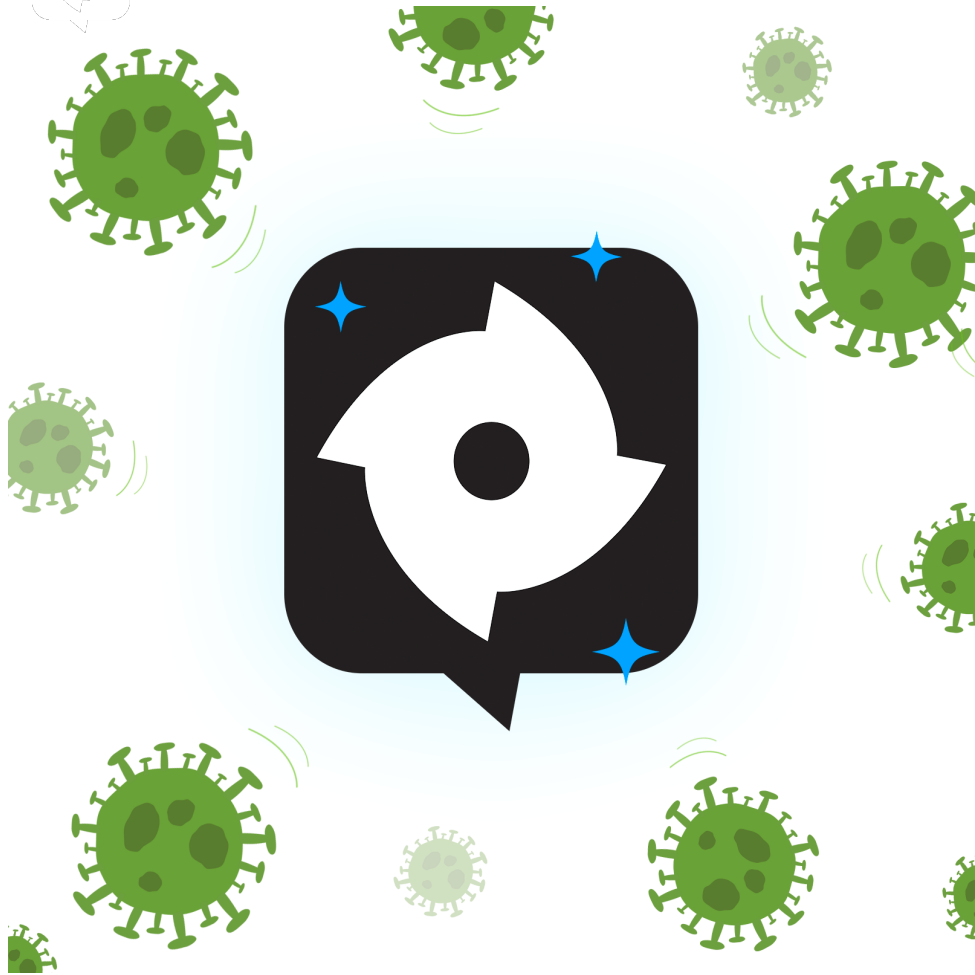


**NINCHAT
NOTIFIER**



**Add-on application to
Ninchat messaging solution**

**Forced
LEAP**



COVID-19 CAUSED A SIGNIFICANT NEW NEED FOR MESSAGING

DURING SPRING & SUMMER WE HAVE DELIVERED

- Several thousand new online doctors onboarded
- Over 10x doctor-consultation (video) volumes
- Oulu: Corona-infobot (<https://www.ouka.fi/korona>)
- Rovaniemi: remote meetings for family, child welfare and disabled person services
- Keusote: Corona helper-chat (<https://keusote.fi>)
- Finnvera: loan collateral infobot
- Clients: Several new digital doctor services
- Remote meetings for child & mother shelters
- Children helpline apuu.fi by SOS lapsikylä
- Numerous other cases

**culture
specialist
organization**

bootstrapping & customer value

acid test

customer first

true value

Fine dining

Nature trails

Staycations

Volunteers

Aurinkomatkat / Lapland

Sirdie Pub

Spam

Online galleries

Finnair / Tammisto

Kyrö distillery & hand sanitizer

Yoga

**‘New normal’
lenses to
reflect?**

future?
more
sustainable?

