



## Capacity Development Webinar Series

**“Leveraging ICTs and Digital Government for Innovative Solutions to Address the COVID-19 Pandemic - Responses in Africa”**

# Talking Points

**Mr. Seng Yee Lau**

Senior Executive Vice President, Tencent  
People's Republic of China



**United Nations**

Department of  
Economic and  
Social Affairs



**COVID-19  
RESPONSE**

**UN DESA WEBINAR SERIES**

# ***Together We Can***

***Leverage the power of technology to help  
combat the spread of COVID-19.***

*Seng Yee Lau*

*Senior Executive Vice President of Tencent*



# Tencent solution

## Fighting COVID-19 *Digitally*



### MEDICAL TREATMENT

#### Diagnosis

- A.I. CT Diagnosis

#### Treatment

- Telemedicine
- Medical Robot
- Smart Delivery Robot

#### Drug R&D

- Drug Screening
- Vaccine Research and Development
- AI-powered Laboratory for Vaccine Development

#### Recovery Support

- Physical rehabilitation monitoring
- Psychological consultation and counselling

#### Prediction & Warning

- Epidemic Prediction Big Data Model

#### Medical Supplies

- Medical Supplies Distribution Platform



### INFECTION PREVENTION AND CONTROL

#### News Releases

- Pandemic Real-time Updating Platform
- Rumor Debunking Platform

#### Self-service Platform

- Reliable Medical Information on Disease Prevention
- Symptom Checker
- Online Medical Consultation
- Nationwide Fever Clinics Map
- e-Health Code to Seek Medical Treatment without Physical Contact

#### Bridging Digital Divide

- Digital Village
- Remote Education Solutions

#### Health Reporting

- Epidemic Statistics Monitoring & Forecasting
- Online Self-declaration Form

#### Infection Control

- Digital Community
- Public Area Management
- Online Reservation System for Mask Purchases
- Nucleic Acid Testing



### ECONOMIC RECOVERY

#### New Infrastructure

- Data center network upgrades
- Core tech R&D investment
- Industry standards development

#### Intelligent Agriculture

- Digital portal for farmers
- AI farming

#### Stimulate Consumption

- Digital coupon distribution
- Live-streaming e-commerce

#### Intelligent Business

- Back to work solutions
- Remote work toolkit

#### Smart Manufacturing

- Digital solutions for resuming production
- Industrial internet platform

#### Support for SMEs

- Free digital transformation solutions
- Marketing & financial support for retailers

# Tencent solution

## **Critical Early Battles: *Medical Treatment***

*Utilize technologies like AI, 5G, big data and cloud computing to assist in combatting the crisis*

### **IMPROVING MEDICAL EFFICIENCY**

*AI algorithm helped doctors identify COVID-19 in as fast as 2 seconds*



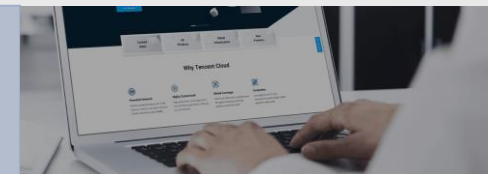
### **SAVING MEDICAL RESOURCES**

*Open sourced program helps anyone conduct self-assessment of potential coronavirus symptoms such as fevers and coughing, etc.*



### **ACCELERATING MEDICAL RESEARCH**

*Tencent Cloud supports the laboratories of the National Institute of Biological Sciences, Beijing / the Research Institute of Tsinghua University ; the ZhongShan University Drug Research Team*



# Tencent solution

## **The Decisive Battle: *Mass Prevention and Control***

*Digital technology played a mission critical role in mobilizing the entire society to contain further outbreaks*



### **KEEPING THE PUBLIC WELL - INFORMED**

*Provide timely and accurate information, counter misinformation, eliminate fake news and avoid stigmatization within the public*



### **ASSIST IN TOP-DOWN PUBLIC SECTOR COORDINATION**

*Public sector in China has successfully deployed digital technology which leverages real-time utilization of digital platforms*



### **EMPOWER A BOTTOM-UP INVOLVEMENT OF THE MASSES**

*People are provided with highly efficient, free-of-charge tools for performing daily tasks such as self-assessment, and contact-less online purchases during social distancing protocol*





# Tencent solution

## ***In For the Long Haul: Building a Resilient Economy***

*To establish and maintain a risk-resistant sustainable economic model*



### **NEW INFRASTRUCTURE**

*500 billion RMB investment plan (including special fund and other resources) over the next five years in sectors from Cloud Computing to Artificial Intelligence*



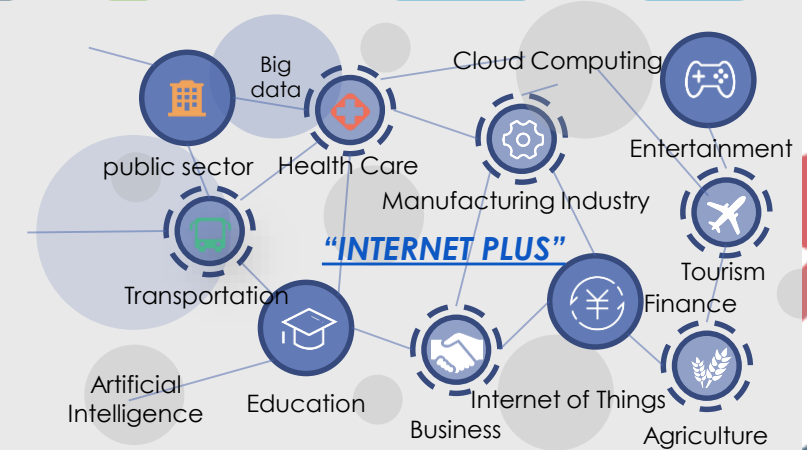
### **NEW BUSINESS CULTURE**

*100 thousand new cloud hosts added in only 8 days for Tencent Meeting capabilities, providing services to more than 10 million Daily Active Users within 2 months*

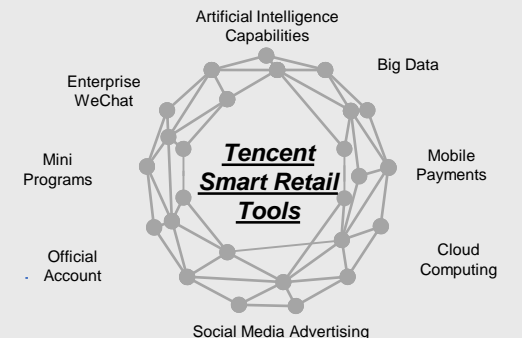
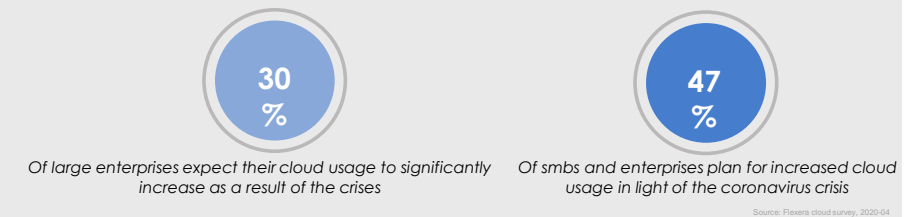


### **NEW BUSINESS MODELS**

*With Tencent's WeChat Work platform, Xibei, a restaurant chain of more than 200 stores closely connects with 90, 000+ customers every day, forming a new catering business model*



#### **Cloud service consumption as A result of COVID-19**





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## UN DESA WEBINAR SERIES

**01**

### **POLICY MAKERS: FROM THE ROLE OF A COMMAND CENTER TO A COLLABORATION CENTER**

*Public sector is transformed from “A Leader in All Areas” to “A Definer of Goals and Rules”*

**02**

### **PRIVATE SECTOR: FROM A CSR PARTICIPANT TO AN ECOSYSTEM CONTRIBUTOR**

*Companies empower the whole ecosystem, sharing their best practices and their current best skill sets*

**03**

### **PUBLIC AUDIENCE: FROM PASSIVE AUDIENCE TO MASTERS OF THEIR OWN DESTINY**

*Good governance provides the necessary tools that will enable the public to implement self-planning, self-decision and self-realization*



## **DEVELOPMENT MODEL FOR A MORE ELASTIC FUTURE**

*Society Must Adjust to the New Normal and  
Become More Flexible, More Elastic,  
in Order to Deal with Huge Challenges*