



Monday 16th March 2020

To all our Clients,

We have to inform you that one of our employees has been advised to self-isolate after exhibiting symptoms that could be COVID-19.

In the light of this development we have to implement our emergency plan, so from tomorrow all our staff will be working from home. In preparation for this eventuality we have put in place measures that will enable us to continue to work with minimum disruption to the service you all receive. We will be able to continue to provide support, update your system, install to new machines, and we will be able to continue working on the many change requests we have open. We will also be able to offer remote training should you require it (your IT support will be able to advise you on what will work best on your network should you be thinking of setting up remote working for your own staff).

Our plan includes having one person in the office to receive phone calls, these will be logged and a call-back will be put on our system which all staff working from home will receive. You will be called back as soon as possible.

Whatever happens, you can rest assured that we will do everything in our power to help your business keep going during this difficult period.

Stay safe, and we'll see you on the other side.

Two handwritten signatures in black ink. The first signature is on the left and the second is on the right.