

19 March 2020

## Our response to Coronavirus COVID-19

Sybiz has been keeping a keen eye on developments of COVID-19 globally and we are continuing to follow the advice of local governments and the World Health Organisation (WHO).

### Normal operations will continue

We would like to assure our customers worldwide that we are well-prepared to maintain business continuity even in the event of a lockdown or self-isolation.

We have always believed in offering flexible work arrangements, and staff frequently work remotely from home or abroad. Should some or all staff be required to work remotely, Sybiz will continue all operations as normal. Tellingly, Sybiz customers in Europe have likely not noticed that our Ireland office has already been operating wholly remotely in response to local government advice.

We also expect no interruption for clients on a cloud solution or access to online portal services.

### Accessing your solution remotely

Understandably, customers who have not already implemented a remote work solution or use a Sybiz cloud hosted solution will be currently exploring their options. If you are interested in accessing your current solution remotely, we recommend contacting your IT support provider or contact Sybiz to discuss hosting your solution in the cloud.

### Need to contact us?

As businesses around the globe ensure they are prepared for all possible scenarios, we are anticipating a higher than normal call volume from Sybiz users.

So that we can provide you with assistance in a timely manner, we ask that all non-urgent enquires be directed through our website contact form or emailed directly to [sybiz@sybiz.com](mailto:sybiz@sybiz.com). This will assist us in addressing all enquiries as fast as possible.

### Our response to COVID-19

In summary, our response to the COVID-19 situation is:

- We will continue to monitor and follow advice from local and international regulatory health bodies
- Sybiz will continue operating 'business as usual'
- Customers are not likely to experience any disruption to services offered by Sybiz
- We will provide further updates as necessary