



To our Customers, Partners and Business Associates,

Netrix is committed to keeping our employees and our community healthy, while also supporting each of you as we monitor the developments of the Coronavirus (COVID-19). We would like to briefly communicate and share the measures and precautions we are taking as a company for the wellbeing of our employees and our customers, partners, and business associates. We will continue to monitor and adjust our measures as necessary to continue to address concerns and needs during this very unpredictable time.

Netrix has provided and will continue to provide educational information to our employees to help them prioritize their health and their families' health. This information has been gathered from and adheres to guidance provided by the CDC, WHO, PHAC and other governmental authorities, and public health organizations. These recommendations include being meticulous with hand hygiene and respiratory etiquette related to covering coughs and sneezes with a tissue or with the inside of an elbow, and guidance on washing hands for at least 20 seconds with soap and water. Moreover, recommendations to continuously employ routine environmental cleaning to reduce risk with disinfecting wipes and other alcohol-based solutions are being followed.

As a leading technology consultancy, we are recommending that our employees leverage our variety of remote worker solutions for a work from home first philosophy. Employees are encouraged to use our many remote communication solutions for voice, video, and content sharing. Netrix has recommended that all employees postpone non-essential travel and leverage our telecommuting solutions to still engage and support our customers, partners, and business associates. A high percentage of the Netrix team is already remote, so from their perspective they are performing within a business-as usual context, providing the amazing support that our customers have come to expect and depend on.

We believe that these precautions allow us to support the health of our employees and community. In addition, Netrix is committed to continuing to provide the highest level of business value to our customers through our strategically placed global team. Netrix's support, managed services and professional services teams are distributed across three continents. This disbursement, which was designed as part of our business continuity (BC) plans, allows Netrix to be shielded from localized events. Finally, Netrix leverages a high percentage of cloud-based redundant platforms. These geo-redundant cloud-based solutions provide us an added layer of data protection and redundancy to be prepared for events of this nature.

We also believe that the same measures and technologies that we are using during this time can also be beneficial and leveraged within your business. We will be providing additional educational

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**Netrix**

information and no cost offers so that you have innovative telecommuting solutions to provide excellent customer service and protect your own employees, customers, and partners. We believe that this is a significant way in which we can support our information technology family and community through this challenging time.

We thank you for being loyal customers of Netrix and we are confident that the precautions and measures we are all taking will have positive effects on the health of you, our amazing employees, and our global communities.

Sincerely,

The Netrix Executive Committee