



Dear Customers, Partners and Business Associates,

We hope that you, your family, and employees are healthy and safe. The consequences of the epidemic have affected so many people and in different ways - health, job security, economic uncertainty, fear of the unknown. Throughout the past few weeks, Netrix has successfully continued our global support and delivery operations while caring for our employees. We executed our business continuity plans, adjusted our work schedules, built new offerings and provided flexibility while ensuring the health and well-being of our employees and customers.

As more information about COVID-19 becomes available, we will continue to monitor trends, public officials' announcements, and feedback from our employees about how best to progress forward through the next phase of challenges, including the economic impact and recovery. Netrix is a financially strong global business, and we are confident in our abilities to perform, invest and pivot as necessary during this time, and exit this pandemic even stronger.

Netrix is defined by Illinois and other states as an essential business, and we have continued to operate at full capacity with most of our employees working from home. Netrix has always provided our employees secure remote communication solutions for voice, video, and content sharing. For those employees that support other essential customers that require onsite activities, we provide protocols for safely working at a Netrix or customer office, including providing personal protection equipment (PPE) and CDC guidance for proper care. These protocols have allowed Netrix to continue to support and help our customers run their businesses effectively and efficiently during this time.

Netrix was recently recognized in CRN Magazine as one of the fastest growing technology companies to deploy work-from-home solutions in the market. We quickly engaged with our customers during the initial COVID-19 stay at home order and produced a variety of [work from home solutions](#) that can be found on our [website](#). We quickly aided our clients by designing, deploying, and supporting secure tools and training and sped the development and launch of other new collaboration solutions including:

- Tetra nVX Collaboration
- SAMMS Connect (Telehealth)
- Netrix Desktop-as-a-Service
- Free weekly Microsoft Teams User and Governance Trainings
- Microsoft Windows Virtual Desktop Pilots

We are immensely proud of the Netrix family coming together to support our customers, partners, and vendors. Crisis of this nature really tests the core beliefs, principles and culture of a company and their employees, and we believe strongly that our culture continues to persevere. At all levels

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of the organization, communications, personally and within the teams have been a priority for all. We have witnessed and continue to encourage our employees to engage in ad-hoc and scheduled one-to-one touch points, virtual happy hours, and company-wide virtual events. The mental and physical health and safety of our team, their families, our customers and our partners is our priority.

We thank all front-line workers who are risking their health and their families who must bear the added stress of worrying for loved ones close to the virus. We will continue to focus on the health of our employees and to bring value to your businesses through expertise, technology, and thought leadership. We passionately believe in the course that we have set for our business and the businesses we have been entrusted to serve. Please follow us on LinkedIn and reach out to your account executive or our 24x7 Cloud Management Center at 1-877-496-3698, or [help@netrixllc.com](mailto:help@netrixllc.com) for assistance, questions, and support. Thank you for being a loyal Netrix client.

Sincerely,

The Netrix Executive Committee