



March 12, 2020

## Corporate Communications: **COVID-19**

To our valued customers, resellers and business partners – our world has changed with the spread of the Coronavirus. With each new day, we see how this continues to impact not only our customers but businesses in general, the economy, and the lives of so many people, their families and friends.

At CoreIntegrator, we know that many of you depend on us to provide uninterrupted support and services to keep your operations going, especially as many organizations prepare to work in a virtual workplace. We have, for many years, created an environment at CoreIntegrator that does not depend on people reporting to a central office; in fact, we have done just the opposite.

Our communications systems (including phones) are all virtual and cloud based, our systems and support software are all accessible from anywhere in the world. We use video conferencing on a day to day basis, and most everyone at CoreIntegrator has worked, or works regularly from their home office. Our employees are located across a number of cities, states and internationally across multiple time zones. We do NOT rely on third party organizations from a support and service or development standpoint, and do not intend for that to change in the foreseeable future.

**We plan to provide uninterrupted service for your support ticket calls and any current or new projects during this crisis.** Our company position is to keep all offices open, but to allow each employee the opportunity to decide where they feel most comfortable working as long as it does not impact their day to day responsibilities and level of support and service to our customers. We have also required every employee to make available a suitable working environment at home in the event conditions change. No one will report to any of our offices if they or a family member shows any sign of illness, and absolutely no one will visit any of our customers in person for the same reason.

All of us at CoreIntegrator wish the best to all of you as you manage through this challenging time. We hope that you, your coworkers and your families stay safe and healthy.

Sincerely,

Thomas A. Erickson President