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## **Business Continuity Update Interra Systems, Inc.**

At the outset, we at Interra Systems hope that you and your loved ones are staying safe from Covid-19. In view of the impending challenges, we are adjusting our operations to provide business continuity and to protect our team. More than anything else, we want to assure you that we'll do everything we can to provide you with the same high-quality customer support you are used to. The customer support and quality of customer interaction differentiates Interra Systems from others in our space, and we would like to maintain that same standard during these challenging times.

At this time, we are following the instructions of the CDC, NIH and also the World Health Organization (WHO). Several local government authorities, where we operate, have advised our teams to work from home. In view of those restrictions, we are putting together appropriate systems and processes in our offices globally. As you have experienced in the past, our support teams are ready and available 24/7 via the regular channels of communication you have with them.

### **General Update**

#### **1. *What plans does Interra have in place for continuity and prevention of business disruption?***

- We have established cross-functional access to all resources necessary to maintain Interra Systems' readiness. Our support teams are globally distributed and luckily some of those are not in the CoVid-19 hot spots. Our support teams work round the clock from multiple locations in the USA, Europe and Asia, so when you send a support request to the "support id" one of our many support teams could pick it up without much delay.
- We are implementing travel restrictions in accordance with recommendations from government agencies; updating this policy as the ever-changing situation develops. This includes limiting all travel to essential personnel and activities in line with critical business priorities and governmental restrictions.
- Our goal is to prevent surprises or interruptions to customer projects and to maintain current support levels across our entire product line.
- All employees in the chain of customer support have secure access to the appropriate systems from home. We are ensuring that our product roadmaps are still on track and that we can deliver those on time because some of your work might depend on those.
- At this time, we see limited to no impact; however, prolonged shutdown could have an impact. At this time, we do not anticipate interruptions to service levels for any product from Interra Systems.
- Interra Systems will continue to monitor any impact from partners, and resellers and will update you as this situation develops, and if we anticipate any impact.

**2. How will Interra communicate changes to the conditions mentioned above?**

- For general updates, you will receive emails on Business Continuity from Interra Systems Leadership.
- For issues specific to your company, your Interra Systems's salesperson will contact you.

Feel free to reach out to your usual contacts by e-mail or phone and if you need to escalate, you can e-mail to [leadership\\_interra@interrasystems.com](mailto:leadership_interra@interrasystems.com). That new email id has been created for this purpose; it is designed go to the Interra Systems leadership team directly.

Remember, the entire Interra Systems team is with you as you navigate these challenging times.

Please stay safe!

**Sincerely,**

Interra Systems, Inc. Leadership Team