



Empowering business to do more

# Node4 COVID-19 Customer Communication Update

Public

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**Our Business Continuity Plan is in full operational order with all our workforce working remotely from home, with the exception of key critical workers who continue to maintain our data centres. We will continue to operate to support your business and your remote workforce during these unprecedented times.**

In the event that a case is confirmed in the workplace, be it an employee or authorised visitor, the BC Management Team will contact the PHE local Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions precautions that should be taken.

### **Access to Node4 data centres**

During these challenging times, we remain committed to supporting your business, while working in ways that prevent the spread of Coronavirus, protect the health and safety of your employees and ours, and align with UK Government and public health guidance.

Effective from the 4th April 2020 until further notice, we will be stopping customers, visitors, customer contractors and non-critical Node4 vendors from accessing our data centres (except in the case of emergencies). These restrictions apply to our Derby, Wakefield and Northampton data centres.

For our customers with workloads that underpin critical services or for those who need access to our data centres in an emergency, please raise access via the normal process and we will review on a case by case basis. We may also assign time slots to customers to reduce the number of customers working in the same areas of the data centre.

If you are booked in to visit our sites after 3 April 2020, we will review your access request and you may receive notification that your visit has been cancelled. In this instance, we'll be in touch to discuss remote assistance or request further information.

### **How we're delivering data centre services**

To continue providing services to you in the current circumstances, we've put the following measures in place:

- Our on-site Data Centre Operations Team will continue to serve you through actioning tickets. Please try to limit your requests to critical work only and bear in mind that response times may be affected by increase in demand.
- For requests that would normally require a customer site visit, we can provide remote hands work, where our onsite engineers perform maintenance tasks on your behalf.
- In terms of project work, we will contact you directly to discuss how you want to proceed with it.

Please note that we have also closed our on-site conference rooms and breakout areas, and we'll be suspending customer audits until further notice.

**To keep up-to-date on further developments, please subscribe to [n4status.co.uk](https://n4status.co.uk).**

### **Getting in touch**

We will aim to communicate as quickly and effectively as possible to support all our customers. You can also request direct support from your Account Manager and Service Delivery Manager.

Source	Site Link	Information
ServiceNow	<a href="https://node4.service-now.com/csm">https://node4.service-now.com/csm</a>	Node4 latest updates on advice when visiting Node4 offices and Data Centres.
The UK Government Official Site	<a href="https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response">https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response</a>	The UK Government's latest information and guidance concerning the Coronavirus and advice on travelling from affected areas and guidance on self-isolation.
NHS	<a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a>	NHS Coronavirus Overview and Common Questions