

Frequently Asked Questions

How has OEC prepared for this crisis?

OEC maintains a robust Business Continuity Plan to help us maintain business operations in the event of business disruption or disaster situation, including the impact of the COVID-19 virus. With business continuity planning as a fundamental practice for many years, we are well positioned to provide continued support to our customers and others affected by this outbreak as quickly as possible.

Does COVID-19 impact my OEC solutions or services?

OEC is committed to delivering on service level agreements for all customers. We have structured our solutions in a way that enables us to provide ongoing service with minimal or no impact to end users. We do not expect this outbreak to cause material disruption to our solutions or services, but if this changes, we will inform our customers in a timely fashion through standard communication channels.

Will there be delays due to COVID-19?

OEC maintains high standards for all its solutions and services. Regardless of a crisis situation, we monitor the resources of the business and weigh this against the ability to meet the agreements in our contracts and needs of the customers. If there is any change in this, we will alert our customers promptly.

Is there an increased risk of a cyber security breach because of COVID-19?

OEC understands there is an increased reliability on technology during this time. OEC built its entire infrastructure with the intent of using its solutions electronically, which comes with a heightened awareness of vulnerabilities for a cyber security breach. We have standards in place to protect customer and user information. At this time, there is an increased risk, however we will continue to operate with the highest security protocols.

What impact will there be to OEC customer support?

OEC does not expect interruption to our customer support services. OEC Customer Support is available during its standard hours; Monday – Friday 8 a.m. – 8 p.m. ET. OEC Customer Success Reps are also available during normal business hours.

What is OEC doing to provide adequate support or staffing?

Our main priority is the health and wellbeing of our employees. OEC continues to monitor developments and safety information relating to this outbreak and is following guidelines from global public health authorities including the Centers for Disease Control and Prevention (CDC) in the United States.

In an abundance of caution, OEC has taken a remote workforce approach in order to continue to operate efficiently and deliver on our commitments to customers. OEC teams are working collaboratively in order to continue to serve our customers. There OEC Customer Support team is not impacted and continues to be available during its normal business hours, Mon- Fri 8 a.m. – 8 p.m. ET.

How can I get OEC updates on the impact of COVID-19?

OEC will provide important updates or notify customers of any changes through standard communication channels as appropriate. If you have specific questions or concerns, please reach out to our Customer Support team at 1.888.776.5792 x2, or your Customer Success Rep.