



xybix



March, 2020

From: Barry Carson, President

A Message to Our Clients

As a valued part of the Xybix family, I appreciate the trust you place in us and our people. Like you, we're deeply concerned with the developing news regarding COVID-19, and we are updating our procedures accordingly to ensure the health and well-being of our families, employees and customers.

As always, it is the Xybix mission to help you create a healthy, mission-critical workspace where people love to be, and where problems get solved. As the national demand for emergency services grows in the coming weeks—from dispatch and medical to energy and ambulance services—Xybix will continue to deliver on the projects that enable your ops center to function at full capacity with no disruption.

For many of you, those new demands on resources will require you to add new workstations and consoles to your existing work environments. Xybix is fully equipped and uninterrupted in our delivery of your new and in-progress orders. We are honored to support your operators on the front line with fresh, clean spaces to help “keep up” both their spirits and their physical comfort.

What We're Doing:

- Our sales associates are available to meet with you in person or, if you prefer, via video, web or audio conferencing--bringing you our innovative mindset to develop the right plan for your project.
- Our install and customer service teams are staffed to ensure that your project proceeds smoothly and service issues are dealt with promptly.
- We have implemented new disinfecting procedures for each project. This involves cleaning of all our carts and tools before arrival— and thoroughly disinfecting all items upon install. [A disinfecting guide for existing customers is available here.](#)

- Each of our installers are tracking their own health status and documenting on an internal log any changes in temperature or other symptoms. ***Please note: Every one of our installers will have a clean health log for five (5) full days prior to your install.***
- Internally, we are implementing a company-wide work-from-home policy.

In addition, our suppliers worldwide are up and running, so we are seeing materials and parts flow to us, with no interruption. In short, our Colorado-based factory is operating “business-as-usual,” with extra care and precaution to keep our teammates safe. Our [MojoDesk](#) division can also provide you and your associates with ready-to-ship adjustable furniture, for a healthy home workplace.

You can count on us. As a Colorado company, there is no risk of border closings delaying product nor service. In closing, we know that this is a stressful, unpredictable time for you and yours, and we encourage you to take time for self-care.

On behalf of the entire Xybix team, thank you for your support.

Sincerely,

Barry Carson
President
Xybix Systems Inc.