



**Sage Intacct Coronavirus Update for Customers**  
***Updates as of March 12, 2020 shown in italics***

This document answers questions about Sage Intacct's readiness for continued operations of its business in the event of a global pandemic or other business disruption as a result of the coronavirus situation.

**1. Is Sage Intacct prepared for a potential coronavirus outbreak?**

Sage Intacct has been monitoring the coronavirus situation in the United States and globally and has put in place a taskforce and a specific readiness plan, should there be a disruption. In addition, our general business continuity plan, which is designed to address an epidemic, among other risks, has been in place and tested for many years.

*Sage Intacct has a business continuity team in place for all offices that are meeting daily to react and respond to the continuous updates and new information gathered about the coronavirus situation. The business continuity team is sending daily updates to all Sage Intacct colleagues on any impacts to conducting business and how we will respond.*

**2. What is Sage Intacct's preparedness in case your physical location(s) or the ability to get to locations(s) become inaccessible for an extended period.**

Sage Intacct's business continuity and disaster recovery plans address physical location contingencies by employing multiple data centers and cloud providers. Redundancy is built into the production environment to allow failover to alternative equipment in the event of certain system unavailability or failure.

**3. Do Sage Intacct operations staff and support staff have remote access capabilities or alternate means to function operationally?**

Notwithstanding a physical natural disaster or another situation requiring an office closure, all Sage Intacct staff responsible for maintaining access to our systems, support, and implementations as well as maintaining the operations of the Sage Intacct applications have remote access to all operational systems required to continue full daily operations of the Sage Intacct business and operations without disruption.

**4. Was remote access tested in the last 90 days?**

As part of our PCI and SOC controls, all disaster recovery scenarios, including remote access, are regularly tested to maintain compliance. In addition, all remote access is tested daily as this is part of our normal business operations, i.e., many employees at Sage Intacct in our Customer Support functions work remotely on a full-time basis.

*Beginning Tuesday, March 9, 2020, Sage Intacct has requested employees work remotely until further notice. On Wednesday, March 10, 2020, Sage Intacct conducted a mandatory work from home day to further test our processes, preparedness, and infrastructure. The tests completed successfully with no disruption to our business. While our Sage Intacct offices are still open, as of March 12, 2020 most Sage Intacct employees across all our locations are working remotely (again, with no disruption to our operations).*

**5. What are the plans to cover widespread employee absences in the event of a pandemic?**

Our customer support teams are geographically dispersed on three continents, and the majority of the support staff works remotely. We believe this would minimize the impact of an epidemic.

**6. Are there any other preparations being conducted in advance of a potential disruption?**

Sage Intacct has developed a specific coronavirus preparedness plan designed to minimize the impact of an epidemic on our operations as a company and has a designated coronavirus preparedness taskforce, which meets daily to monitor the situation and update the plan.

The information in this document is provided as of March 12, 2020. If there are materials changes affecting our customers, we will provide an update.