



Valued Partner,

As the coronavirus (COVID-19) continues to spread globally, we are committed to the continuity of our services to you and the safety of our employees. We recognize the important role we play in supporting your vital infrastructure. We are here to help keep your technology up and running to ensure your business can operate as normally as possible during this unusual time.

I want to reassure you of our commitment to services so you can remain focused on your critical business priorities.

- **iVenture Solutions compliance with CDC and WHO guidelines:** Our Jacksonville, Tampa, Orlando and remote staff are all participating in social distancing and the other guidelines put forth by the CDC and WHO.
- **No unnecessary business travel:** We have suspended all non-essential business travel. When the need does arise to visit a client site, we are still ready to do so. However, we will be attempting to limit our proximity to others, for your safety and ours. Please excuse any lack of hand shaking or other physical greetings.
- **Remote-equipped workforce:** All of our employees will be working remotely where possible and will maintain the level of service you are accustomed from your team. All of our technology platforms allow our employees to seamlessly work remotely, including securely accessing your systems and information, and handling phone calls as normal.
- **Commitment to you:** We have robust business continuity plans in place to ensure that our business, and yours, continue to run smoothly during this challenging time. These plans are tested annually and have been put into action during numerous hurricane related events before. Our cloud platforms, dispersed office locations and remote work capability enable us to provide continued service. Our service levels and hours of operation remain the same.

Thank you for continuing to trust us with your company's critical infrastructure monitoring and support needs. We are here to help. Please feel free to reach out to us if you have any questions.

Thank you,
Alan Schwartz | Director of Operations



iVenture Solutions

Jacksonville: 904.332.8645 **Orlando:** 407.841.3400 **Tampa:** 727.532.0603

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