

Coronavirus (Covid-19) Customer Update #5

I hope you and your colleagues are safe and well.

As always, our top priority is the health and wellbeing of our staff. We are pleased to confirm that we do not currently have any confirmed cases of Covid-19. We continue to apply government guidelines for social distancing and home working, to our working environments. As we move towards the start of a new month, our staff are beginning to find their new normal. They are continuing to do a fantastic job through sheer dedication to deliver a service to our clients, and we also have pride in knowing that we are supporting some of the country's Keyworkers.

Service status update

We are pleased to report that we continue to operate a full service. Understandably, some SLA's have been slightly impacted, but we are doing everything we can under very difficult circumstances and continue to deliver on a "reasonable endeavours" basis. [Full service status update available here](#)

Ways we can support you

We are continuing to adapt to evolving customer circumstances. The majority of our clients continue to enforce a work from home policy and we have consequently seen a rise in demand for services that enable home workers to access business critical information remotely. We are approaching these requests with urgency and have successfully on-boarded multiple emergency mailrooms over the past few weeks. Here is an overview of EDM services that can help to keep your business running efficiently;

"Scan-It" – Low volume scanning projects with a swift turnaround

- For scanning projects of 40 boxes and under
- Standard file level indexing
- 5-day turnaround priority service, 10-day standard

Emergency mailroom – Our original mailroom, now with swift implementation, standard requirements

This service can be implemented within 5 working days

- Re-direct your post to our bureau
- We will scan your post the same day it is received
- Access your business correspondence on EDM Online™

Scan-on-Demand – for Records Management clients only

Take advantage of our Scan-on-Demand service with a same-day turnaround, whereby we provide retrievals to you digitally rather than in paper-form

Thank you for your continued support and understanding. If you have any questions, please contact Customer Services or your Account Manager. Stay safe.

Kind Regards,



Andrew Shaw
Group Chief Customer Officer
EDM Group