



COVID-19 Business Continuity Plan

With the continued spread of COVID-19 in the US, I wanted to take a moment and communicate JTT's plan for continued support of our clients' technology systems.

About Jackson Thornton Technologies' Business Continuity Plan

Jackson Thornton Technologies has had a business continuity plan in place for many years; we review it annually and make adjustments as needed. We have certainly reviewed it in light of this evolving situation and wanted to share some key points with you.

We have a culture of flexibility and technology that allows for remote work. Our staff have been given guidance for remote work in the event that we have any office closures. Our remote support and monitoring services, including the JTT Help Desk, will continue to function without interruption. In addition, your Technology Consultant will continue to remain aware of your support issues and will be available for escalated support. You can reach our Help Desk at 877-226-9091. We ask for your patience as we do expect increased call volume over the next few weeks. You can also create a Help Desk "ticket" with us by emailing helpdesk@jttconnect.com.

We have also been communicating regularly with our team about hygiene practices that will help limit the spread of illness-carrying germs and increasing our efforts to sanitize our offices. And we've made it clear that anyone who is not feeling well may work from home. Our goal, as always, is to work to ensure that we maintain the highest levels of client service as well as provide you with uninterrupted service.

We have encouraged our team members to be in close contact with you to discuss any scheduled on-site visits to install and configure equipment. As we continue to approach things with an abundance of caution, installation of equipment may be delayed. Our biggest priority during this challenging time is the health and well-being of our team and their families as well as that of our clients and their families.

About Your Business Continuity Plan

We realize that, like us, your priority is protecting your employees and handling potential business disruptions. We have advised our staff to be prepared to provide guidance on securely accessing technology resources while working out of the office. You should also be aware of phishing scams related to COVID-19 and use sound judgement if an unsolicited email is received related to the Coronavirus.

Overcoming this public health crisis depends on each one of us showing a debt of responsibility to one another. Using common sense and precautionary measures will go a long way towards keeping workplaces as healthy as possible.

JTT is deeply committed to helping our clients and our people Set the Bar Higher in good times and in challenging times like these. We will continue to keep you updated on any developments that we feel will impact you or your business.

Take good care,

Brian

Brian Driskill
Vice President & General Manager

Contact us: 877.226.9091 | helpdesk@jttconnect.com