

Coronavirus COVID-19



In light of ongoing developments resulting from COVID-19 (coronavirus), HostedBizz is implementing a number of precautions for the safety of our clients, our employees, and our communities

How is HostedBizz impacted by the COVID-19 Coronavirus outbreak?

HostedBizz is monitoring the situation closely and moving quickly to take actions, as necessary, to minimize potential risk this may have for HostedBizz employees and business. As a cloud provider, we have well-established processes to manage our cloud environment remotely, from the HostedBizz offices or from any other remote location. These processes have been in place for several years and are well proven.

How is HostedBizz protecting its workforce from exposure to COVID-19?

For employees in affected areas, we have enacted targeted travel controls and are following self-quarantine guidelines in line with recommendations posted by the Federal Government of Canada. All employees have the ability to work remotely as appropriate, and we will continue to support our customers' needs by using our suite of remote collaboration tools. We have implemented self regulation processes for our staff. Anybody who feels unwell, or comes into contact with sick people must self isolate themselves away from other HostedBizz staff.

How does the Coronavirus outbreak in China impact the HostedBizz supply chain?

HostedBizz have recently procured and installed a number of additional key assets within our cloud infrastructure. These assets have materially increased the capacity of our cloud. Based upon current demand, we are confident that we will see no impact in our ability to provide sufficient cloud capacity to our existing and new customers over the next 6 months. HostedBizz will continually monitor our key suppliers for issues that may impact our operations.

How is HostedBizz ensuring ongoing Technical Support through this period?

Our Product Support organization includes a 24-hour support answering service. All staff associated with this service, work remotely, and the service can be performed from any geography. For support of our customers' cloud infrastructure, appropriate remote access capabilities are in place in order for this type of support to be delivered.



Call: 613-454-5810
Fax: 613-727-9868

Toll Free: 1-855-GO-HOSTED
info@hostedbizz.com



How will HostedBizz treat members of staff through this COVID-19 issue?

In view of the Provincial Government's announcement this week regarding public school closures following the March Break, we will allow staff to work from home as required to accommodate the changes to their family schedules. Staff working from home will be required to be available during normal business hours to perform work in order to ensure that there is service continuity to our customers.

HostedBizz management will continue to monitor the COVID-19 situation and our actions will be guided by instructions from the local public health authority. As always and, throughout this process, we remain committed to the health of our employees while providing the best level of service to our customers.

Updates from the World Health Organization on COVID-19 can be found here:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>



Call: 613-454-5810
Fax: 613-727-9868

Toll Free: 1-855-GO-HOSTED
info@hostedbizz.com