



Incognito Software Systems Inc. Update on COVID-19 – Tuesday, March 24, 2020

For more than 20 years, Incognito Software has been honored by the trust our customers have placed in our software and employees to support their mission-critical business and operational systems.

In this challenging environment, I would like to update you on the steps Incognito has undertaken to ensure the safety and well-being of our customers and employees. We have also put in place a number of programs to ensure business continuity of Incognito's operations so that we can continue to support you with ongoing projects and customer support.

- **ICE Cancellation.** As many of you know, we took steps in February to ensure the safety of our customers and employees by cancelling our global Incognito Community Exchange scheduled for March 23-25 2020. I'd like to thank our delegates and speakers for their support for the ICE event and I look forward to seeing you in the future.
- **Work from Home.** In early March, we directed all of our employees globally to work from home, cease travel, and follow social distancing guidelines to protect them and others from potential infection. Our team members have been provided with full access to the tools and systems required to perform their job functions and continue to support our customers.
- **Support Center.** Our 24x7 support center remains fully operational. Our staff is well-equipped to work from home, so we do not anticipate any changes to the level or quality of support our customers will receive.
- **Professional Services.** Our professional services teams are continuing to work on project deployments and managing projects closely with customers to keep schedules on track. Staff are able to connect to systems remotely to perform configuration and integration activities, so we are not anticipating any material impact to project timelines.
- **Sales.** Our sales organization will conduct all meetings by phone or web conference until we are given the all-clear by governmental health agencies and receive approval from policymakers at our customers to travel and meet in person.
- **General.** We are a global company serving service providers in every major market. We are monitoring the changing conditions in the regions we serve and adapting our response accordingly. We continue to reinforce public health guidelines with every employee, and we have instructed our teams to notify us immediately if they are feeling unwell so we can take the appropriate contingency steps.

We are here to support you and your team during this difficult time. Please let me know if there is anything else we can do to help. As always, I thank you for your business and will keep you updated as we navigate this global crisis together.

David Sharpley

CEO

Incognito Software

Key links

- [Contact Incognito Customer Support](#)
- For more information on Incognito's COVID-19 response plan, please contact us by visiting: www.incognito.com/covid19