Logicalis Ireland's Position on Coronavirus (COVID-19)

Our Business Continuity Plan

We know many of our customers' business operations rely on Logicalis Ireland's ability to provide ongoing, consistent services and we have a strong business continuity plan in place for ensuring that our operational integrity is maintained in the event of a number of crisis scenarios.

Our information security management system, including our business continuity plan, was recently certified as compliant with the international ISO-27001 standard. We are confident that all services to our customers can and will be delivered as normal over the coming weeks and months.

Our Business Readiness

Our Business Continuity Plan has been prepared to assist the organisation to manage a serious disruptive crisis in a controlled and structured manner. It contains information on emergency contact details, strategies to mitigate impact, procedures to be implemented and communication processes to be followed in response to a serious disruptive event. These are designed to ensure we can continue to provide services and solutions to our customers, and to work effectively with our suppliers and business partners.

We deliver continual training to our staff on an annual basis in relation to information security and continuity best practices and we have a range of remote connectivity and collaboration tools in place for our staff to work remotely with our customers and suppliers, including Cisco Webex, Microsoft Teams, Citrix remote access, and Cisco VPN technology.

The majority of our core customer support business applications are SaaS-based, with our Optimal IT Service Management platform based on ServiceNow technology, our monitoring platform LogicMonitor SaaS-based, and our email platform being Microsoft Office365. Our key financial system is available over our Citrix platform to all staff in the event that we

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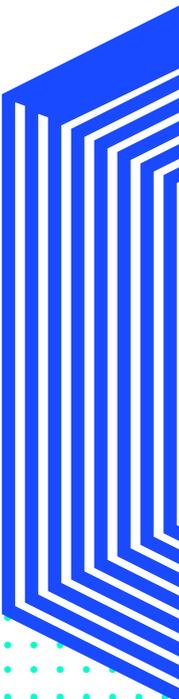
implement a remote working policy for containment reasons. All our employees' laptops have full encryption technology applied.

Our IT DR & Business Continuity Plan (BCP) has been recently tested to ensure that our business operations and service commitments to customers could continue as normal, and we can operate all our systems and processes remotely with no interruption to normal service levels.

The Measures We Have Taken To Specifically Address COVID-19

Our Senior Management team are monitoring the situation on an ongoing basis and meet daily to evaluate the actions that need to be taken in relation to the coronavirus.

- We are monitoring the Employer guidance on COVID-19 guidelines published by the HSE's Health Protection Surveillance Centre (HPSC).
- We have restricted overseas business travel for staff to business-critical travel only and are curtailing all travel to countries recognised by health authorities as having significant COVID-19 outbreaks.
- We are transitioning where possible to virtual meetings (via video- and audio-conferencing) as a replacement for routine business meetings with customers and suppliers.
- We have restricted attendance at third-party conferences and seminars, and cancelled sponsored events.
- We have installed hand sanitisers in our office and have provided guidance and encouragement to all our employees to practice good respiratory hygiene.
- We are doing all we can to keep our employees informed about COVID-19 developments and provide regular updates to staff.

Our Ongoing Commitment To Our Customers & Business Partners

We will continue to monitor developments and factor these into our ongoing readiness and plans to provide high quality, uninterrupted services to our customers and business partners. We believe we are in a strong position to provide ongoing seamless service should any of our staff need to work remotely (e.g. due to self-isolation, school closures, etc.) or should we decide to close any offices and/or switch to a remote working model. We are committed to supporting our customers and their operations through this difficult period.

We are here to support you

To address some of our customers' most pressing challenges, Logicalis Ireland has instituted Rapid Support Services designed to support your needs to deploy remote workers, maintain security and infrastructure readiness, and provide supplemental IT staff support. All services are designed to be delivered remotely by a Logicalis Engineer.

If you have any questions on how we can support you:
Contact your Account Manager or visit www.ie.logicalis.com.

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