



To our clients,

Like so many of you, we have spent the last several days and weeks learning about the coronavirus (COVID-19) and how it is impacting our local area. For JJMicro, that means understanding how it affects our employees, clients, and community, and then making the necessary adjustments to our work and operations.

We have clarified our mission into two simple objectives that we will use to guide us through the situation with COVID-19 as it continues to develop.

Objective 1:

To keep our employees and your employees safe from this spreading virus.

As this situation develops, we want to keep our on-site visits to a bare minimum. We do not want to go from one client to another and potentially spread an infection from one place to another.

If this virus gets worse, we may get to a point where only absolute emergency visits will be allowed. If that happens, our management team will work with your management team to decide what constitutes an absolute emergency. **Ultimately, we want to err on the side of caution in any situation.**

Objective 2:

To keep your employees working so your business can continue to run.

As this situation develops, we may see the following things happen:

- Public and private schools may be closed requiring parents to work remotely.
- Public and private preschools and daycares may be closed, again requiring parents to work from remotely.
- Non-essential services and businesses may be asked to close their office to prevent the spread of the virus requiring all employees to work remotely.

Many of our clients already have the ability to work remotely. If you have deployed laptops to each employee, you have a secure VPN solution, and/or all of your data and applications are already cloud based, you're in a better position for this situation. However, you should also think about the following:

- Do your employees have enough monitors at home to be as productive as they are in your office? Remember that going back to one screen after using multiple screens can make it hard to get things done efficiently.
- Do your employees have fast enough internet at home to connect to whichever cloud services or VPN they need to connect to for access to their work?

- Do your employees have a place in their home that is conducive to getting work done?
- Here are some worthwhile articles with tips about working from home:
 - <https://www.pcmag.com/news/get-organized-20-tips-for-working-from-home>
 - <https://blog.google/products/g-suite/8-tips-for-working-from-home/>
- Does your office have enough internet bandwidth to handle everyone trying to work from home?
- If you already have a VPN for your office network, do you have enough concurrent licenses to accommodate your entire work force?
- Are all of your employees trained on using the VPN to work remotely?
- Remember that your employees can call, chat, text, or email us from home just like when they're in the office.

For those of our clients who haven't had a need to work remotely up to this point, we're here to help. For all of our clients with a support contract, *we've decided to offer remote access for your employees to be able to log into their office PCs at no additional cost to your current contract.* We will help your staff log into their office PC by using their own computer at home. We will also extend your current level of remote support for your office PCs to your employee's home PCs at no additional charge. If your JJMicro support plan covers remote support on your office PCs, we will cover all remote support on your employees' home PCs for as long as it is necessary for them to work remotely due to COVID-19.

Why are we doing this? We don't want to see our clients and friends stressed because staff are unable to work. The same goes with your staff – we don't want to see your staff stressed because they're losing hours and money from their paycheck. These are stressful times, and if we have a way to help, we will.

We can also work with you to purchase any devices that your staff may need to work remotely. Here is a list of things to make sure your staff has access to:

- Working high-speed internet at home
- A cell phone or a VOIP phone
 - Ensure that your phone system can route calls to your employees when they are working remotely
- A computer (laptop or desktop) to work from
- More than one monitor if needed
- A printer if needed
- Keep in mind that we're already seeing shortages of electronics that come out of China (which is most electronics). So if you think you'll need any equipment to facilitate your employees working remotely, now is the time to order it. We could be waiting weeks for some things to arrive.

We encourage you to reach out to us if there is anything we can do to help.

As always, we want to thank you for your business and support.

JJMicro Managed IT Solutions



Support Line: 636-556-0009