



3/18/2020

**As the Covid-19 situation continues to unfold in northern New York, we want to share with you what Advanced Business Systems is doing to ensure uninterrupted service to you.**

**The health and welfare of ABS staff is important to us and critical to the service we deliver. We continue to communicate with our employees regarding CDC recommendations; wash your hands, avoid touching your face, and practice proper cough/sneeze etiquette.**

**Our response plan incorporates hygiene recommendations and personal distancing measures as prescribed by state and local agencies. Our workforce is largely remote and critical staff are now in the process of converting to remote workers when possible. We continue to monitor our supply chain for possible disruptions and have made sure solid options are in place. Again, the health and safety of our employees is our utmost priority. Employees have been instructed not to come to work if they are sick or have been in contact with somebody that is sick.**

**We recognize, many businesses are facing reduced staffing, enabling remote workers, and the need to promote efficiency. ABS is in a unique position to assist our IT customers in these areas. We are committed to prioritizing projects related to business continuity even though it falls outside normal support parameters. Each situation is unique, but a solution can be tailored to meet most needs.**

**Our hardware technicians are essential to delivering service to our customers. We will continue to have technicians available to respond to your needs. We do ask that you be patient if there are times where we can't respond as rapidly as you are accustomed to, but we will be doing our best to maintain the standards that our customer expect from us. They will be taking some extra precautions while on site at customer locations.**

**Please reach out to our office with any questions or concerns.**

**315-788-7989**

**Thank you,**

A handwritten signature in black ink that reads "Ryan Jones". The signature is fluid and cursive, with a long horizontal stroke at the end.

**Ryan Jones**

**COO/Owner**

