

# Vecna Support Update: COVID-19



Dear Valued Customer,

With the escalation of the COVID-19 virus we have implemented safeguards for uninterrupted service and support for our customers as well as protocols to maintain the health and wellness of our employees. Throughout this threat Vecna will continue to provide the best in class support and service that we are industry recognized for.

We have put our business continuity practices which were developed for such an occurrence in place to ensure your continued 24x7x365 support and to maintain exceptional experiences for your patients.

Our full support team has access to all systems on a remote basis and will be monitoring the incoming traffic as usual. Vecna escalation procedures continue to be in place for any issues which may arise.

As always, we can be contacted 24x7x365 at the below emails/phone numbers.

- [Support@vecna.com](mailto:Support@vecna.com)
- 855-460-8267 for VA Customers
- 855-458-8267 for Commercial Customers

Internally we have been monitoring the situation closely and have taken measures to maintain the health of our employees over the past several weeks. In addition to increasing hygiene practices and offering remote work opportunities we have provided employees with ongoing CDC/WHO recommendations as well as access to Teledoc services if needed.

Vecna's company motto is Better Technology, Better World™ and this vision is part of everything we do. We are committed to the health and safety of our customers, partners, employees and communities.

We wish you and your families continued health and safety.

Regards,

Deborah Theobald  
CEO Vecna Technologies  
Better Technology, Better World™