

Concerns: COVID-19 measures at mobco and business continuity

Brussels March 19th, 2020

As a follow-up of our previous communication on this topic, please find more information on the measures we are taking internally.

Business Continuity +

mobco will continue to support its paying support customers and Priority Customers (*) providing ALL an IRON support experience. This means we are offering every customer support from 7 AM to 22 PM. Priority Customers requests will be handled first for the obvious reasons.

(*) Priority Customers:

Public institutions, healthcare and companies in the fight against the Corona virus are handled in priority, independent of their current support contract with mobco at no extra charge.

Stay at Home

At mobco we have implemented the default home working rule. We have the business tools available and we're 100% operational. All **meetings are virtual**, no physical meetings are allowed. All **technical interventions are remote**. In case of a valid request for exception, this will be further investigated before approval.

Reduced Capacity, 100% Availability

Based on the current planning situation we have reduced our overall capacity. As many of our customers have already done, we also implement economical unemployment for part of employees as of 23/3/20. We have carefully evaluated this option and can guarantee we have:

- **experts available in every technology domain**
- **available capacity for all missions and support**

We're pretty good in what we do and we're ready to put in the extra effort to help fight this virus!

All the best, wishing you a good health,
Ulrik Van Schepdael
CEO mobco



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we mobilize your business