

Update from the Clarivos UK Executive Team on the Coronavirus (COVID-19) Outbreak

With heightened tensions and uncertainties relating to the Coronavirus outbreak, the health and well-being of our employees, customers, partners and communities remain paramount for Clarivos. Our Executive Team continues to meet weekly to evaluate the ongoing situation and determine the most appropriate operational approach.

Continuity of Service during the Coronavirus Outbreak

For work that can be delivered remotely, such as support, managed cloud services and some consultancy services, Clarivos benefits from having a workforce within the UK that is geographically distributed and equipped such that any employee could work from home and many do so permanently. If an employee needs to “self-isolate” at home or another remote location with internet access, they can continue to work effectively.

We are immensely proud of the relationships that we have built with our customers. We know that many of you rely on Clarivos to augment and extend your own SAP teams. You can be confident that Clarivos can provide continuity of service during this volatile period. We have a dedicated UK SAP Support Team who are integrated operations to provide access to resources from several countries including most European countries. We have a mature and proven global delivery model that can be used to mitigate local challenges in almost any geography.

We will continue to closely align our operations with guidance from the UK Government and the World Health Authority (WHO) and will act accordingly. In the case of work that can be delivered remotely, such as support, managed cloud services and some consultancy services, Clarivos benefits from having a distributed workforce fully equipped and supported for home working. In many cases there will still be a requirement for in person meetings and we will continue to work as required with continual reference to both WHO guidelines and our own CSR responsibilities. Where customers have specific policies in place, we will ensure we work to them with our account and project managers being informed of such.