

# Message from the CEO 25 March 2020

## Datacentrix provides continuous services during COVID-19 lock down

Dear Valued Client

In light of South Africa's compulsory lock down that is commencing at midnight on Thursday, 26 March 2020, I would like to confirm that Datacentrix is committed to supporting your business throughout the course of this pandemic.

As a company, we support government's requirements to curb the transmission of COVID-19, while being cognisant of our service commitments to our clients, and of our responsibility to help private and public enterprises weather this storm by provisioning uninterrupted ICT services.

### BUSINESS CONTINUITY

Datacentrix' robust business continuity plan provides response plans across our capabilities and services to our clients, allowing our teams to address key operating areas during the lock down – while ensuring the safety of our people, our clients and our stakeholders.

#### Service desk

- Our service desk team is equipped to operate remotely and will continue supporting our clients on a 24/7 basis, offering the full standard functionality.
- A skeleton staff complement will be operating on premise. Strict social distancing and hygiene measures are in place to ensure the safety of our team.
- All contact details for the service desk remain unchanged.

#### Security operations centre

- Our security monitoring team is equipped to operate remotely and will continue operating on a 24/7 basis.
- A skeleton staff complement will be operating from the SOC facility. Strict social distancing and hygiene measures are in place to ensure the safety of our team.

#### Monitoring centre

- Our monitoring team is equipped to operate remotely and will continue operating on a 24/7 basis.

#### Managed services and break-fix support

- The managed services and break-fix support teams will be available to deliver support services to our clients.
- Every effort will be made to provide support services remotely, or telephonically.
- Where on-site support services are required, our support staff members will undergo a screening procedure, involving questions and answers about the likelihood of having been in contact with individuals that have been exposed to COVID-19:
  - Should the screening confirm no risk of exposure to COVID-19, the call will be attended to on site as per the agreed processes.
  - Should the screening uncover any risk of exposure to COVID-19, the user will be requested to arrange for the delivery of the device to the nearest Datacentrix or customer office. Response times will be as arranged with management.
  - Following the repair, the user will be contacted to arrange collection of the device.
  - All devices will be sanitised before and after repair work.
  - Onsite support services will be limited to essential services organisations as defined by government.

#### Service management services

- Service management will be available to our clients for operational queries or escalations via telephone, email, video conferencing and text communications.
- The monitoring of performance against service level agreements (SLA), as well as SLA reporting will continue unchanged for all contracted services.

#### Data communication systems

- Our network services (including those of eNetworks, a wholly owned Datacentrix company) are built on the principles of fail-over and redundancy and are available via a footprint that stretches over seven data centres across the Western Cape, Gauteng and KwaZulu-Natal.
- Our network services team will be available to our clients via telephone, email and video conferencing.

#### Onsite staff

- Datacentrix staff at client sites have been instructed to follow all guidelines as set out by your policies and response to COVID-19.

#### Supply chain continuity

- Datacentrix partners with its key technology vendors at the highest level and has engaged with them to assess the availability of hardware. Together, we endeavour to ensure a reasonable supply of products during the pandemic. However, we ask that you consider possible availability and lead time constraints due to the effect of COVID-19 on manufacturing plants when planning for projects.
- We do not expect issues in providing spare parts, outside of possible transportation delays and site accessibility constraints.
- We do not expect significant delays in providing software.

#### Stronger together

Our teams are on hand to work with your teams to ensure a transparent and consultative partnership to deliver successful business outcomes during this time. Please channel any questions or concerns through your account manager or service team member who you use for all your business communications. You are welcome to contact executive management with any concerns.

There is a long road ahead of us and I want to personally reassure you of Datacentrix' commitment to your business requirements and thank you for your on-going support.

Kind regards,

**Ahmed Mahomed**  
CEO

## Cybercriminals cash in as businesses scramble to set up remote workers for COVID-19 lock down

There have been heightened security attacks on companies since the announcement of the country's lock down. Cybercriminals are improvising company email communications, prompting recipients to click on links to activate their VPN access to secure network access during lock down.

- Always confirm the validity of an email with your IT department, before clicking on any hyperlinks
- Never click on links in emails without checking the legitimacy of the sender.
- Double check the sender's email address, including the spelling and symbols, to ensure accuracy.
- Companies needing to communicate hyperlinks to staff, should use safer channels, such as Workplace or Microsoft Teams.

**Network security is everyone's responsibility.**