



QAD Business Preparedness for COVID-19

As the events of COVID-19 continue to unfold, we want to keep you updated on our readiness; how we observe manufacturers responding; and how we can help you navigate this unprecedented time of disruption.

Business Continuity

Our Cloud and Support services continue to operate effectively with our teams dispersed geographically across 15 offices in 14 countries, providing a high degree of resilience. We are also collaborating, using virtual technologies, with many customers as we strive to keep projects going. As a company, we have taken further steps to lower the contact rate within QAD and the communities in which we operate, to slow any potential spread and impact of the virus. The vast majority of QAD employees are now working remotely.

Preparedness

After talking with customers recently, we wanted to share some of the actions they are taking and ways we can help you in this difficult time.

Many manufacturers are cross-training employees to help ensure critical roles have adequate backup resources trained and ready to go. This could result in more users of your QAD systems being needed. We are increasing user limits by 20% for 4 months (March - June) to encourage cross training and remove additional systems related costs.

As manufacturers drive to increase productivity, we know many have lean IT resources and often centralized centers of excellence. Together these factors can result in significant risk with respect to a COVID-19 outbreak. If this is a concern for you, our services team may be able to help reduce the risk by distributing some of the IT responsibilities preemptively. For customers concerned with ongoing risk, a rapid "lift" to the QAD Cloud while maintaining your current version and configuration could reduce the impact in a relatively short period of time.

Mitigation

We are prioritizing customers that are directly dealing with COVID-19 now in their workforce. We have services available to assist with remote application and infrastructure management to get you through this challenging time.

The impact and duration of the virus are uncertain. What we do know is that together we will get through this. Many of you are providing products and services critical to the functioning and well-being of our societies around the world. We are here to support you in those endeavors as best we can. Your systems are critically important to us. If COVID-19 is causing disruption in your IT operations, [we are here to help now](#).