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17<sup>th</sup> March 2020

## **Novel Coronavirus (COVID-19) & Business Continuity**

As the Novel Coronavirus (COVID-19) continues to evolve within the United Kingdom and abroad, we want to assure our customers that Troika Systems Ltd. has taken all recommended precautions to combat the spread within our organisation and yours., in line with British government advice.

Troika Systems have enacted procedures to help safeguard our employees and our customers to do our part in helping to control the spread of this virus. Our people are working in a combination of their homes and rotating at our premises in segregated areas. We are confident that this will allow us to service all of our customer needs.

We are also restricting all non-essential travel for the foreseeable future and will continue monitoring the situation to assess the path forward and the safety of everyone.

### **Business Continuity**

While there are no guarantees when dealing with an “unknown” such as COVID-19, we did want to take the time to provide you with the actions we have taken to ensure, to the best of our abilities, that there will be no disruption of business continuity. This will allow the continued servicing of customers of all sizes and in all locations. Our support system will continue delivering the same great product service without any interruptions for the foreseeable future.

Our Account Managers and Technical Teams are still here to help during this disruptive time. If there are conditions that arise within your operations that require someone on our technical staff to be on-site, please contact your Account Manager. Our Leadership Team will work with you to ensure business continuity.

Whilst we do not know what the future holds related to the spread of the Novel Coronavirus, we do know that together, we will work through these uncertain times. Business helping business, or more simply put... people, helping people.

Jon Jordan  
Sales Director  
Troika Systems Ltd