



# EMERGENCY REMOTE SERVICES

**TeraMach** is committed to providing leading IT solutions to our Customers, for the past twenty years, through today and continuing tomorrow. During such uncertain times, **our commitment to exceptional high-value services remains unwavering.**

It is our belief that the continuity of services is crucial to sustaining critical operations to service and support Canadians. Therefore, TeraMach is committed to providing the means and capability necessary to enable your employees to securely communicate from home and maintain consistent business operations. The health and protection of Canadians is paramount. Likewise, enabling Canadians to continue to work and maintain IT operations is a priority.

**TeraMach's Services Organization is helping our Customers maintain Business Continuity during the Coronavirus outbreak. Our Managed Services and Professional Services are ready for immediate availability to all Customers.**

## **Why is this important**

- Our Managed Services can remotely monitor and manage your critical IT infrastructure and act as an extension to your operations team leveraging world leading ITOM and ITSM platforms
- We can compliment and augment your security protection and monitoring services, ensuring that through these difficult times your business services are protected around the clock
- Our virtual bench of certified engineers and architects are available on-demand to assist in any project-based activities or operational support measures required.

## **How can this be done**

- Get in touch with your local TeraMach Account Executive or Digital Architect to discuss how our services can relieve some of the pressure on your team
- Our Managed Services team can quickly work to securely connect to your environment through a virtual private network to initiate monitoring and managing your IT infrastructure on your behalf.
- TeraMach's engineers and architects leverage the collaboration tool of your choice and work closely with your team to finish projects or resolve critical issues.

Throughout this pandemic, TeraMach's social responsibility is to continue to provide critical services to Canadians. **Managed Services, Managed Security and Remote Professional Services are just some of the many business continuity services we will continue to deliver to our Customers.**

## **To Our Valued Clients,**

Like you, we are continuously monitoring developments regarding the impacts of the coronavirus. I personally want you to know that **the health and safety of our clients, partners and employees are a top priority for me and my team.**

TeraMach, a Pivot Company, truly appreciates the trust you place in us. I want to assure you that we have robust response plans and procedures firmly in place to ensure we continue delivering the highest levels of support to you.

In recent days, my team and I have spoken with many clients who have reached out for guidance as they work through business continuity planning efforts. **Whether you need insights on best practices for standing up remote work environments, improving collaboration, or enabling operations to continue running at peak levels, TeraMach, a Pivot Company, is here to help you.**

**Please don't hesitate to call your account executive.** They will pull in the right resources to help address your needs in a timely manner. I firmly believe that, together, we can tackle this challenge, and come out even stronger.

We're grateful for your partnership, and we're here to serve you.  
Sincerely,

**Kevin Shank**  
**Chief Executive Officer**



**Professional Services | Managed Services**  
**Security Operations | Business Continuity**

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