

April 9, 2020

While the rhythms of our daily lives continue to be disrupted by the COVID-19 virus, we remain united by this reality and are more connected than ever as a global community. Together, our priority is to ensure the health and safety of our employees, customers and communities. Our thoughts continue to be with those affected by the virus.

All of us at Syntax are focused on enabling our customers to be productive and collaborative during this challenging time, providing stability and uninterrupted support for your mission critical applications. Our Syntax Data Centers continue to be fully operational, with controlled access and ongoing sanitization procedures in place. There are no issues with proactive equipment installations or any handling of reactive break fix requirements from all perspectives, including vendor access and support. The Syntax infrastructure teams continue to work closely with all of our infrastructure partners to ensure that day-to-day infrastructure operations will not be impacted.

A few weeks ago, Syntax launched a complimentary Managed Client VPN and Managed Desktop-as-a-Service offer to help our customers bridge the gap and high demands of supporting a remote workforce. We're glad to see that many of you have been able to implement this program. The details of this offering as well as the latest news from Syntax can be found on our dedicated [COVID-19 page](#) on our [website](#), which is our central point of communication.

Thank you for your continued partnership. We are committed to charting a path forward as we prepare for a brighter future. Our team continues to stand ready to support you and your organization – as technologists, as partners, and as your extended business family.

Christian Primeau

Global CEO

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