



COVID-19

First and foremost, our hearts go out to anyone who's been impacted by the virus, either directly or indirectly. We also extend heartfelt thanks and gratitude to the government and healthcare workers for their round-the-clock efforts.

To all our customers, we respect and appreciate the trust you place in Layer 8 Solutions & Gigamon by being one of thousands of organizations around the globe that deploy Gigamon Visibility & Analytics Fabric suite of products. As we deal with the uncertainty of the emergence and replication of the COVID-19 virus, we wanted to clearly state that we take our responsibilities to you, our partners and our employees very seriously. Your trust in us is not taken for granted. We have implemented a number of operational practices in support of our response to COVID19 designed to ensure we maintain our supply and world class support of your deployed Gigamon products. There is a business continuity plan in place that covers supply chain integrity and remote workforce enablement. We will continue to actively monitor the situation and adhere to all appropriate guidance from the Public Health Agency of Canada, World Health Organization (WHO) and global government entities.

- **Technical Support:** Our technical support organization will continue to offer support and services in line with our service agreements. We will maintain our 24x7x365 (for applicable contracts) that ensures around-the-clock coverage. For service spares, our Canada depot is fully functioning during this period to ensure in-country stock and fast turn-around coverage.
- **Sales Support:** The majority of our employees are working remotely from home offices. Our sales team has been asked to work with customers through digital channels as travel is on hold.
- **Product Supply:** Our core suppliers ensure us their global supply chain continuous to source from stock, assemble and distribute products as best they can. We will continue to work closely with our supply chain as we monitor the availability and supply situation to minimize any risks While we will do everything in our power to ensure we achieve the level of service you have come to expect from Layer 8 Solutions & Gigamon, shipping may be impacted in certain areas due to reduced air shipment capacity. Contingency Planning; we remain committed to solving for our customers' critical needs during these uncertain times.
- Your Layer 8 Solutions account representative can provide more details as required. Layer 8 Solutions Inc | 65 King St. E., Unit 1 Brockville, ON. K6V 1B2 | 1-855-4Layer8 (855-452-9378) | www.layer8solutions.ca. We will keep you informed as some details above may change due to the nature of the spread and impact of the virus. Should you have any questions regarding our COVID-19 response, please feel free to contact us at info@layer8solutions.ca.

We remain committed to delivering quality services and solutions to help our customers securely meet their rapidly evolving business challenges.

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