



COVID-19 – Protecting Staff and Systems

To all our customers and friends

As the situation with the COVID-19 Coronavirus continues to evolve I would like to take a moment to share how we are keeping our team safe and healthy. The past few months have seen natural disasters in New Zealand and Australia and now we are experiencing a global pandemic. The importance of maintaining stability, minimising disruption and ensuring systems are operating effectively continues to be our primary focus.

Liverton Security has a comprehensive Business Continuity Plan to ensure we continue to operate and support our customers' hosted systems, as well as our internal systems. We are continuing to work on projects. The entire Liverton Security team can work from home and we have regularly tested our BCP over the last 12 months. Our support systems are cloud-based, so we will continue to be ready and available if you need our help.

We are able to stay in close contact with each other if we need to work remotely. If we are working from home, meetings with customers will be via online meetings, conference calls, Zoom and/or other communication systems.

Our critical infrastructure is all hosted in IaaS data centres across NZ, which we access remotely anyway. These systems will continue to operate as they do now.

As this situation changes, our plans may too. We are monitoring the New Zealand Ministry of Health's advice; we are following their recommendations and guidance and will adapt our approach and BCP to ensure we continue to stay safe and stay operational. I will keep you informed as we respond to new circumstances.

While we have things under control, we are mindful of the affect this must be having on you, your family and your business. Please stay safe. It is our hope that this disruption to your life and business is kept to a minimum.

Ngā mihi mahana

Richard

SUPPORT HOURS - Business as Usual

Support is available 24 hours a day, every day of the year.

Business hours 8:30am to 5pm Monday to Friday

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