

As the novel coronavirus (COVID-19) pandemic worsens, AbacusNext is doing everything we can to ensure the safety of our employees and surrounding communities while also delivering business continuity for our customers.

Customers using our cloud-based solutions will enjoy continued access to their systems and customer data anytime, anywhere. Our geo-dispersed and redundant data centers located in the US, Canada, and Europe are independent of any AbacusNext office and will continue to operate with no changes.

We have also made plans to continue operating our business normally, which means our Customer Support and Professional Services teams will be available to you without interruption. You can count on us in a crisis, especially if you need guidance transitioning your staff to a virtual work scenario.

Should you need any assistance during this time, please reach out to our teams by:

- Submitting a support ticket through the Customer Account Portal ([learn how to submit a ticket here](#))
- Calling Support at **858-882-4460** (*Support offers a callback queue that holds your place in line so you do not have to wait on hold. We recommend leaving a cell phone number or direct line. The system does not recognize extensions.*)
- Checking your system status [here](#)
- Using the support Live Chat feature (at the bottom right of your customer portal when logged in) · Contacting your implementation manager or sending an email to proserv@abacusnext.com for Abacus Private Cloud implementation questions

Just like you, we are monitoring the latest news about the Coronavirus, and adhering to all recommendations from the World Health Organization, U.S. Centers for Disease Control and Prevention, and local authorities. Please reach out to us with any questions or concerns – we're here to help.

Sincerely,

Scott Johnson
Chief Executive Officer