

Our Business Continuity Plans - Coronavirus (COVID-19) Updated – 20th March 2020

As concerns regarding the Coronavirus (COVID-19) increases, we have recently reviewed our company guidance. During these challenging times, our priority is the health and safety of our employees, families, customers and partners.

CloudTalk are closely, and diligently monitoring the latest UK Government advice, regarding the Coronavirus (Covid-19). As the situation is evolving rapidly, we have taken a number of necessary measures, to ensure we remain fully operational.

Our vendors are working hard to ensure that all services are fully operational and CloudTalk will continue to work with you and your team to ensure a continuous and stable service.

Guidance to Our Team

We have issued guidance to our team, on the procedures to follow if they have recently travelled to high risk countries, or if they become unwell, in-line with the latest **UK Government advice**.

Attending or Hosting Meetings

We have moved forthcoming meetings to audio / video conferencing. Where physical meetings are unavoidable, we will make enquiries on the procedures that are in place, to ensure the continued safety of all attendees.

Our Systems

In the event of the **UK Government** enforcing office closures, and/or strict working from home protocols, CloudTalk Communications will maintain business as usual, via our Cisco Collaboration Platform, CRM software, and Data Access Systems.

All of our internal and external systems, can be remotely accessed, via company issued laptops, all of which are protected by Cisco Umbrella, DUO MFA and other security measures.

These technologies ensure our secure access, restricted downloads and encrypted data transmission.

Contacting Our Team

All of our services will remain fully functional, to ensure business as usual for our customers.

Our teams are always contactable via **Email, Telephone** or **Webex Teams**.

Email: servicedesk@cloud-talk.co.uk

Telephone: +44 203 432 3136

Best Regards

Paul Murphy
Managing Director