

COVID-19 Customer Notice

At Cynergy Technology, the health and well-being of our customers, employees and vendors are our top priority. Your safety continues to be our focus as we manage our response to the COVID-19 coronavirus that has escalated globally. We will continue to monitor the situation daily. As the state and nation continue to roll out new recommendations and protocols, we will communicate any changes that may affect our customers.

Client Support

Cynergy maintains clients throughout the region including public safety, city/county government, education and commercial organizations. During this COVID-19 crisis, serving our clients is at the forefront of our minds. We have provided advanced remote technology support for many years, so we have the processes, people and platforms already in place to meet the current challenge. As a result, clients may notice little to no change in our services or response.

To protect our clients and our staff, we are implementing minor changes we believe are prudent in helping our communities limit exposure. These changes include but are not limited to:

- Onsite service is limited to work-stoppage and network-down emergencies whenever possible. Where we provide a regularly scheduled onsite engineer, we will continue to come onsite.
- If an engineer comes to your location, they will have hand sanitizer which they will use before entering and after leaving your location. Employees will avoid unnecessary contact such as handshakes or close proximity.
- If your organization has a confirmed case of COVID-19, we will work with you remotely. To protect our staff and do our part in limiting contact, we will not send Cynergy personnel into an active COVID-19 location.
- Both Cynergy offices will remain open with a skeleton staff. Where possible, our personnel will work from home to further reduce unnecessary exposure.
- Emergency support procedures for contract clients remain unchanged.

Finally, adding remote work capability to your organization is relatively simple and can keep your business productive as the crisis runs its course. If you need help getting your employees connected remotely, call us – we can help.

We appreciate your patience as we implement new processes to ensure our support resources are safe and accessible. We will continue to do our part to protect our customers and community. Thank you for your continued loyalty during this difficult time.

Be safe and stay healthy,

The Cynergy Technology Family