



OPAL-RT: COVID-19, Doing Our Part

Dear OPAL-RT Customers, Partners, and Distributors,

The province of Québec, where OPAL-RT Headquarters is located, has announced significant measures to counter the spread of COVID-19. In these exceptional circumstances, we believe that it is our corporate responsibility to take concrete action.

The health and wellness of our own employees, customers, partners, distributors, and the general public is our priority. As a result, we are now limiting the business travel of our team members, and OPAL-RT has further instructed most OPAL-RT employees to work from home.

Please see below important information about OPAL-RT's operation:

On Delivery

Our operations management has anticipated this crisis and has correspondingly increased our stock of key components. Delivery is essential to your business, and we will continue to maintain our manufacturing for the time being.

On Support

We will continue to provide both technical support and application support via phone, email and (where required) via remote platforms such as Teams, WebEx and Skype.

On Sales

Due to this ongoing situation, we will minimize face-to-face interactions, and in so doing, we will continue to conduct our sales activities remotely. We will also continue to manage our commercial operations such as quotes, orders, and deliveries as usual—with no change to planned delivery dates.

On Training

With your help and engagement, we will do our utmost to convert on-site user trainings to remote training via teleconferencing applications. We will reach out to any attendees of any planned training course shortly for further discussion on these plans and options.

On our Annual RT20 User Conference

Stay tuned for news in the upcoming weeks on how to become involved in a virtual user conference that represents the very best OPAL-RT is able to offer.

Finally, at this unprecedented and challenging time internationally, please allow us to sincerely wish you and your loved ones safety, continued good health and solace throughout the daily events as they unfold in the coming weeks and months. OPAL-RT has always been an internationally focused and globally inspired entity, and we recognize this ongoing fight affects us all in the need for security and resolution.

Please reach out if you have further questions or concerns of any nature.

Kindest Regards,

Pierre-Francois Allaire
VP Sales & Marketing
OPAL-RT TECHNOLOGIES