



Your Business I.T. Specialists

COVID-19 Coronavirus Update from IPO Digital Solutions

23rd March 2020

To our **Valued Clients and Partners,**

Over the weekend, the Victorian government has announced additional measures that may help limit the spread of Coronavirus. The health and safety of our employees, clients and their families are a priority.

IPO Digital Solutions has implemented some changes to our standard working practices. Please be assured that we remain “open for business” and will continue to supply goods and services to support your business.

1. All our staff will commence working from home. **We will continue to be available via all the usual phone, email and video conferencing channels.** All support requests will be dealt with in the same timely and efficient manner.
2. We have reduced the frequency of non-critical site visits to protect you and our staff. **Where possible, all work will be completed remotely.** Should a site visit be required, we may ask for a list of all people in your office or home, and if anyone is unwell. We will practice minimal social contact to help reduce the risk of spreading any germs or viruses.
3. **Where we determine there is an unnecessarily high risk of exposure, we will opt to leave** the site and return only after the risks have been mitigated.
If you or anyone around you are:
 - unwell,
 - have recently returned from overseas,
 - have been in contact with a confirmed or suspected COVID-19 carrier, or
 - are required to be in mandatory self-isolation,please notify us before requesting a site visit.
4. While onsite, we may wear a mask or sanitize any high-traffic surfaces such as keyboards, handsets or laptops before commencing work. **Please do not be alarmed** and we ask that you work with us to help minimize any spread.
5. We have **increased the security of our internal software packages to ensure that both your and our operations are not compromised during this period.**

If you have not been **set up to work from home and would like to do so**, please do not hesitate to contact us for assistance. We can provide options to facilitate this that suit the level of security and budget you require.

We ask that you review your current security in place. There have been reports of increased hack attempts as hackers seek to take advantage of businesses who now have employees working from home.

Please ensure that all **insecure (or easy-to-guess) passwords are replaced** with more secure passwords. It is recommended that passwords are greater than 8 characters long, and have a combination of uppercase and lowercase letters, number, and symbols. **Multi-factor authentication is also another way to improve security** when working remotely. If you do not already have this set up, please get in touch to discuss options.

For valued clients who have computers that require repairs, **we now offer a pick-up and drop-off service.** How does this work?

1. You book in a repair or pick-up with us.
2. We will notify you by phone a few minutes before we arrive to pick up so that you can put the equipment in a safe place for us to pick up.
3. We will sanitize and disinfect the equipment before working on it.
4. We will notify you by phone before we return your equipment to ensure you are at the office, or at home.
5. We will notify you by phone a few minutes before we arrive to drop off your equipment. All equipment returned to you is also sanitized and disinfected to protect you and those around you.

Other changes in our industry that may affect your business:

- **There have been shortages of some equipment in the last couple of months.** These range from laptops to processors, and CTO (Configure-To-Order) hardware you may use in your business.
- Due to these shortages, **there may be some delays in receiving equipment** when you place an order with us. Where possible, we will always let you know of this before you finalize your order, and we will do everything we can to minimize any impact to you or your business.
- **These shortages have also affected warranty repairs from major brands** such as Dell, HP and Lenovo. Some repair parts are not in stock locally and may be shipped from overseas, resulting in delays. Please understand that we will do our best and work with suppliers and brand partners to minimize these delays.

We at IPO Digital Solutions thank you for your understanding. Last of all, we wish you, your staff, and your families the best of health in these trying times.

From the Team at **IPO Digital Solutions**

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