

# newcorp

## **Update- Reassurance for all Key Businesses -**

Given the strict Government guidelines set out on Monday 23rd March, Newcorp would like to reassure all businesses that are critical to the country at this time, that we will continue to offer our full level of IT service and support for as long as we are permitted. This includes all businesses working in the key sectors such as the NHS, food production and delivery distribution, finance, utilities and any other deemed as critical by the Government as key at this time. If a customer has any queries then please contact [marcus.france@newcorp.co.uk](mailto:marcus.france@newcorp.co.uk)

## **Business Update – Covid-19**

In light of recent events, Newcorp would like to reassure our customers that we have taken a number of steps within the business to combat the spread of the Covid-19 virus and ensure continuity of the business during this time. The health of our employees and customers is paramount; however we have implemented a number of important measures to ensure that the business continues to operate during this difficult period and maintains the high level of service that is expected by our clients.

### **The following key points should be noted:**

- Newcorp is following all government recommendations to avoid spreading the virus including hygiene and social distancing measures. These have been communicated and implemented throughout the Company.
- Newcorp has robust IT systems which are fully backed up on a number of different platforms. This includes the IT helpdesk which is accessed by all engineers should any need to self-isolate at short notice and need back up.
- Where possible engineers will try to resolve support issues via other means such as remote access, parts to site etc.
- Should site visits be necessary, engineers have been asked to avoid using public transport.
- All engineers to carry hand sanitizer and disposable gloves and to practise social distancing when on site.
- All staff, where possible have been asked to work from home and have been encouraged to make use of teleconferencing and other communication platforms to keep clients up to date.
- Newcorp has a fully stocked warehouse and a wide range of suppliers. Our policy of tooling up for all clients means that many spares are already kept on site. We are in touch with our suppliers to ensure continuity of additional/replacement spares for both stock and support.

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- In the unfortunate circumstances that a team member is exposed to the virus or feels unwell, Newcorp will immediately contact you with this information along with dates and times of any potential exposure.

Please be reassured that during this very difficult time, Newcorp will continue to provide the highest levels of service to our customers. If you have any concerns or questions, please do not hesitate to call our General Manager Marcus France on 07879 016630 or any of my team who will be happy to help.

Mike Bossons  
Managing Director