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## **We are there for you and our users – also in times of corona**

Dear Sir or Madam,

We are all facing great challenges due to the corona virus these days. With the present letter, we would like to address important topics, which are certainly of interest to you in the context of the current corona crisis management.

Our solutions like the Manufacturing Execution System (MES) HYDRA support many companies in generating transparency and being more efficient in production. HYDRA plays an important role in many production processes. We want to be a reliable partner for you and all our users and support you also in the current situation. Let us inform you about how we will successfully organize the cooperation and guarantee a reliable operation of HYDRA.

### **Ensuring operational readiness and the ability to act**

With regard to the current situation, we have taken additional measures to ensure that we are able to act at any time and that the operational business can be maintained:

- We have generated redundancies as a precautionary measure in case of quarantine: Employees are separated in space and time and additional disinfection measures are provided in frequented areas.
- We have reduced staff in our buildings, e.g. via mobile work.
- We avoid personal contacts and replace them with telephone calls (also internal calls) and remote meetings; business trips are reduced to a minimum and external events are canceled.
- We guarantee the operational readiness of the MPDV IT infrastructure thanks to measures, which have become lived reality for many years now, such as spatial separation, proven backup and archiving processes and a centralized infrastructure that is easily managed in times of crisis. We can operate our networks and the server environment remotely. The same applies to many tasks of our internal IT support.
- We guarantee hardware and software deliveries to our customers: The provision and installation of software components are performed almost entirely remotely and are not subject to any restrictions on our part. We have built up extensive stocks for hardware components.
- We guarantee Support Services for productive HYDRA systems to the contractually agreed extent.

### **Running projects**

The current projects we pursue with you are very important to us. We are focusing on these projects and can offer different options how we can best achieve the defined milestones. Your MPDV contact persons from Sales and/or Project Management will be pleased to find suitable solutions with you on how to face the current challenges.

### **Ensuring services**

Already today, we perform many of our services remotely (e.g. project management, implementation services, consulting, support services etc.). Our employees are familiar with remote tools and meetings. They are at your service with all our expertise. You only require an internet connection and a PC or tablet PC.

Furthermore, we can provide all services remotely, for example:

- Workshops, development of concepts, requirements specifications, etc.
- System administration and HYDRA server checks
- Support in the collection of master data
- Installation and configuration of a mobile Time and Attendance module via SMA (for example, when you work from home)

### **Training courses**

Currently, all our training courses are held as online trainings. Also video conferencing is possible, if required. Your employees working from home can now be trained as HYDRA experts, for example.

This means: Also in times of corona, we are there for you and support you wherever possible!

If you have any questions, do not hesitate to write an e-mail to [corporatesafety@mpdv.com](mailto:corporatesafety@mpdv.com) or call +49 6261 9209-0.

Yours sincerely,

MPDV Mikrolab GmbH

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