

March 20, 2020

Dear Partner,

The health and safety of our employees and our communities are our top priorities, but we are also working to continue to support our partners and customers during this unprecedented disruption to normal business operations. Below we provide some answers to questions about OpenEye's preparedness for continued operations.

Phone Support:

- The OpenEye Phone Support team continues to be available during our regular support hours.
- We have provisions in place to support working from home and many agents are already doing so.

Sales:

- OpenEye has instituted appropriate travel guidelines for our sales team in accordance with the CDC's guidelines.
- All OpenEye sales staff are available via phone or online video conferencing to support you.
- As a cloud-managed VMS, OpenEye Web Services is well suited for demonstration via webinar.

Production & Shipping:

- Our production team continues to process and build new orders to get them shipped on time.
- We are monitoring supply chains and taking action as needed to maintain availability of all products.
- We anticipate being able to meet normal order demand.
- Any potential disruptions to production capabilities, or stock levels, will be promptly communicated to our partners with as much advance notice as possible.

Software Development, Product Management, Training & Marketing:

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- OpenEye has provided equipment and technology to all employees who can work from home. Most employees have already started remote work to reduce the risk of infection and community spread. Employees have remote access to all systems required to maintain daily operations without significant disruption.

#### OpenEye Office:

- In order to help reduce the spread of COVID-19, the OpenEye office is closed to all walk-in visitors until further notice. We have implemented extra cleaning of common areas and high touch areas.

This information is provided as of March 20, 2020. If there are any changes that affect our customers, we will provide an update.

For any questions, please don't hesitate to contact your regional sales representative, inside sales or customer support.

#### The OpenEye Team



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