



With the increase in concern regarding the coronavirus nationally and locally, I wanted to share with you that RAVENii will be implementing their Pandemic Policy effective Monday, March 16, 2020. We have been closely monitoring the information being released from the CDC, US State Department and Local and County Health Officials. Due to the potential risk to our employees and customers; we will be transitioning all on-site meetings to conference calls. Our employees will be working from home as well. We are making every effort to guarantee your level of service will not be disrupted.

We have also had several inquiries from clients about how to re-deploy your staff to a “work from home” workforce. We have been consulting with them on how to execute a plan that is efficient and secure.

Here are some things to consider:

Do you have a Business Continuity Plan? Is it up to date?

How many users require systems access for business operations to continue?

What is the minimal access needed? Is it email only? Or core processing database?

What additional licenses will you need to acquire?

Are you in the cloud? How can you leverage this?

Do you have an employee communication plan in place?

Will you need more bandwidth to accommodate the employees who will be working from home?

If you don't have a VPN appliance, will a software-based VPN work for your business? Just like Lysol Wipes and toilet paper, hardware will become harder to acquire due to availability and shipping.

Once you get your employees set up to work from home on a VPN:

How will you manage access to least privileged?

How will you log data activity?

How will you make sure the bio pandemic doesn't cause an electronic pandemic?

If you don't have a solution or are not sure where to start, just let us know. We are here to help get you through this challenging time.

As these challenges further develop, we will continue to rely on guidance and recommendations from local health authorities and the [Centers for Disease Control and Prevention](#) to shape our policies moving forward. We understand this is a difficult time for everyone, and we want to assure you that the health and wellness of our communities, customers, and our team members is and will always be our top priority.

Stay safe and well!