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To All Stakeholders:

March 27, 2020

As we've watched the unprecedented events surrounding the worldwide COVID-19 pandemic, we wanted to reassure our business partners and customers, that we remain ready to serve you.

[Digitech Systems](#) is part of the Information Technology Critical Infrastructure Sector as defined by the Department of Homeland Security, providing essential services to [Healthcare](#), Emergency Services, [Financial Services](#), and Federal, State and Local [Government](#) customers. During this time of uncertainty, we want to reassure you that Digitech Systems is open for business, including our regular Technical Support hours and the usual 24/7 monitoring of ImageSilo® operations support for our products and services. As a software manufacturer and cloud-based technology company, Digitech Systems is committed to providing effective support to our customers throughout this time, while complying with federal, state, and local mandates.

Out of an abundance of caution and in adherence with guidance provided by the authorities, we are minimizing the number of people in our offices at any one time, and we are working remotely. You may experience some minor delays compared to our normal operations but rest assured, we will do our best to maintain the high standards of service and support you have come to expect from us. We do ask for your patience as we work out any shortcomings we might encounter. You can continue to reach us at the following numbers and email addresses.

- For **Technical Support**, please call 877.374.3569 or email us at support@digitechsystems.com.
- For **ImageSilo Support**, please call 877.374.3569 or email siloadmin@digitechsystems.com.
- For **PaperVision®.com Support**, please call 833.374.3569 or email us at pvsupport@papervision.com.
- For **Professional Services**, please call 855.374.3569 or email us at services@digitechps.com

Turning from the business aspects to the personal, our hearts and thoughts go out to the people who have been affected by this unprecedented event. We appreciate the healthcare workers, local communities, and governments around the world who are on the front line working to contain COVID-19. Members of our team are providing donations and volunteering as they are able, and we encourage you to do the same through the organizations you support. We also want to help if you're struggling to convert employees to telework. We created [this blog](#) to help companies beginning to work remotely. Please reach out if you'd like more information or strategies about how to move your employees to work-at-home locations. (Our general contact information is below.) Let's take care of each other!

As always, we greatly appreciate your business and patience as necessary through this difficult time. We hope and pray for your safety and the safety of all your loved ones. Please be careful out there, and together we will come out of this crisis better and stronger.

HK Bain
Chief Executive Officer