

*Dear Client,*

*Following on from our communication on 24<sup>th</sup> March updating you on the status of Subscription Fulfilment Services that we provide on your behalf. As we continue to work through the acutely challenging circumstances as a result of Government advice on “stay at home” and “work from home if at all possible” I thought I should update you on what we are doing at Air Business Subscriptions to endeavour to provide as much business continuity as is physically or remotely possible.*

***ABS Status at 1<sup>st</sup> April:***

*Approximately 100 of our Haywards Heath based staff as well as more than 60 staff from our outsource partners in India, The Philippines and St Louis USA are now accessing our systems and working remotely. Our Subscription Management Systems and virtual infrastructure are all being managed remotely to a BAU status. Although our IT Operations teams are extremely stretched, they are coping remarkably well in supporting such a vast remote working set up, on top of their day job!*

***Client Services***

*All our Client Services team now have working from home capability, providing support in delivering your requirements and priorities remotely.*

***Order Fulfilment, Data Processing and Accounts.***

*Our Haywards Heath and St Louis post rooms have remained open where we have maintained skeleton staff to sort and process incoming mails.*

*50% of our order entry, banking and file loading teams are now set up and working from home with a skeleton team carrying out ‘in office duties’ for as long as our offices can remain open.*

*Our India office-based data processing team has been closed as a result of the National lockdown in India which has meant that all ‘paper’ order entry received from UK, US or Asia has been carried out by the UK team. This has presented challenges, but we have been extremely resourceful and broadly maintained SLA’s for order entry and file processing throughout March as a result. Therefore, clients can be assured all web-based orders are being loaded within SLA.*

**From A  
to Beyond**



## ***Customer Services***

### *Telephones*

*Our UK based customer services operation remains closed, however, we are in the process of setting up infrastructure for a core team of Customer Service Agents in the UK and in India to work remotely. We plan to have a phased recovery of UK telephone customer services for Orders & Renewals, and some customer services activity operational from next week 6<sup>th</sup> April.*

*Our US customer service has been 100% at home throughout the crisis so remains BAU.*

*Unfortunately, Our Asia Pacific customer service provided through partners in India and The Philippines remain in local government enforced Lockdown. This does mean post isn't now being received into the Manila office as things stand.*

### *Email and Webchat*

*We have the UK, 1 India partner and The Philippines operational remotely supporting email customer services. SLA's have been compromised as volumes have increased as a result of Telephone call centre closures, however, we are working on increasing our UK and offshore capacity throughout the next two weeks to bring response back to as close to SLA as we can manage under these extremely difficult circumstances.*

## ***IT Development, Web Development and BI / Report development and Database Services***

*Our entire UK development team across all disciplines are now working remotely. Although this means that we are at full strength in terms of development there are some technical and managerial challenges to overcome before we will see our usual office-based productivity levels return. Our IT management are doing their very best to coordinate client development priorities as well as ongoing scheduled development through their new virtual teams.*

*The database services team are now working entirely from home, liaising closely with Client Services on parameter and campaign set up to your schedules.*

### *Month end*

*We are currently working through running and checking month-end processes across a number of our clients. Please be aware that the coordination of these complex tasks across multiple remote team members is likely to result in some delay to normal delivery times. We will be working hard to minimise this.*



*As I stated in my previous update, - the Government's advice on containment of coronavirus, as we all look to safeguard ourselves our families and our colleagues – has required us to take balanced decisions on the workplace and adopt a number of unique measures. You can be assured that we will do everything within our control to maintain key services through our core in-office team, and our work from home representatives, as the effects of Coronavirus and attributed government advice and directives evolve.*

*If you would like to further discuss our BCP, or any element of our service provision, and how we can help each other then please do contact your Client Services Manager who will provide help and support in these most worrying and challenging times.*

*With best regards,*

**Stuart Lacey**

**Managing Director Subscriptions**

