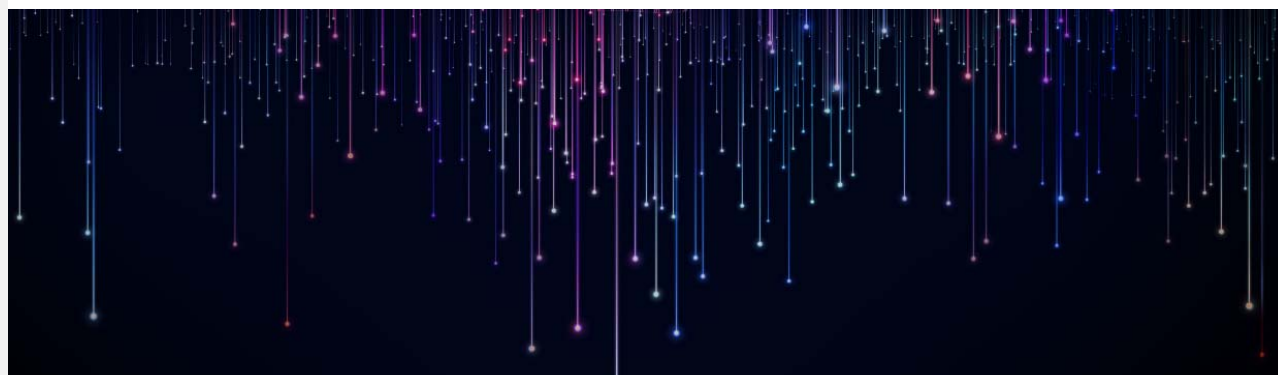


Kenneth Doherty

From: Chelsea Davis <marketing@jaggaer.com>
Sent: Thursday, March 5, 2020 5:18 PM
To: Kenneth Doherty
Subject: Update on JAGGAER's Management Plan for COVID-19



Update on JAGGAER's Management Plan for COVID-19

Dear Valued Customer,

We want to take this opportunity to send this communication about JAGGAER's position around the current Coronavirus that is at the forefront of world news.

At JAGGAER, we are keenly aware of our relevance in the global supply chain and in times like this we take very seriously our obligation to maintain business continuity across the entire network.

We have implemented our Risk Management Plan which first and foremost addresses the safety of our employees and customers. This plan involves activating our remote business operations that will maintain business continuity. You should see no disruption in day to day operational activities.

What has been impacted are regional customer user groups, advisory boards and trade shows planned for the spring. Please note all North American customer user groups scheduled through the end of May 2020 are postponed. The events team will provide new dates and locations as available.

JAGGAER has decided to ban any non-essential travel within the United States. In addition, all international travel has been banned for which the Centers for Disease Control and Prevention (CDC) has assigned a travel health notice.

What Safety Precautions You Can Expect from Us:

- JAGGAER leadership will continue to put into place additional health precautions in line with the guidance provided by the CDC and the World Health Organization (WHO).
- We are holding daily briefing calls with internal management teams to ensure all employees are kept up to date on key items that could impact our customers.
- Continuing to review and update these precautionary measures in line with CDC and WHO guidance.

We continue to deliver the JAGGAER solution as usual without interruption. We will make necessary accommodations to ensure our best-in-class support and service continues to our valued customers. If you have a specific concern or request regarding support or services, please contact the JAGGAER Customer Support Department.

We are proud to be your source-to-pay solution of choice. We realize that you and your organization are likely having similar discussions and planning for alternative work scenarios. We will continue to monitor the situation and take the necessary steps to ensure the safety of our employees and their families, while providing quality service to our customers.

Thank you for your patience and understanding during this time.

Committed to your success,

Jim Bureau
Chief Executive Officer



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