Advice
for I&O Leaders During a Global Pandemic

Business continuity plans usually account for loss of a single site...

...but COVID-19 has had global impacts.

Many IT service providers' plans are not designed to address an event of such unprecedented scale.

Consequently, providers may struggle to meet contractual service obligations during this pandemic.
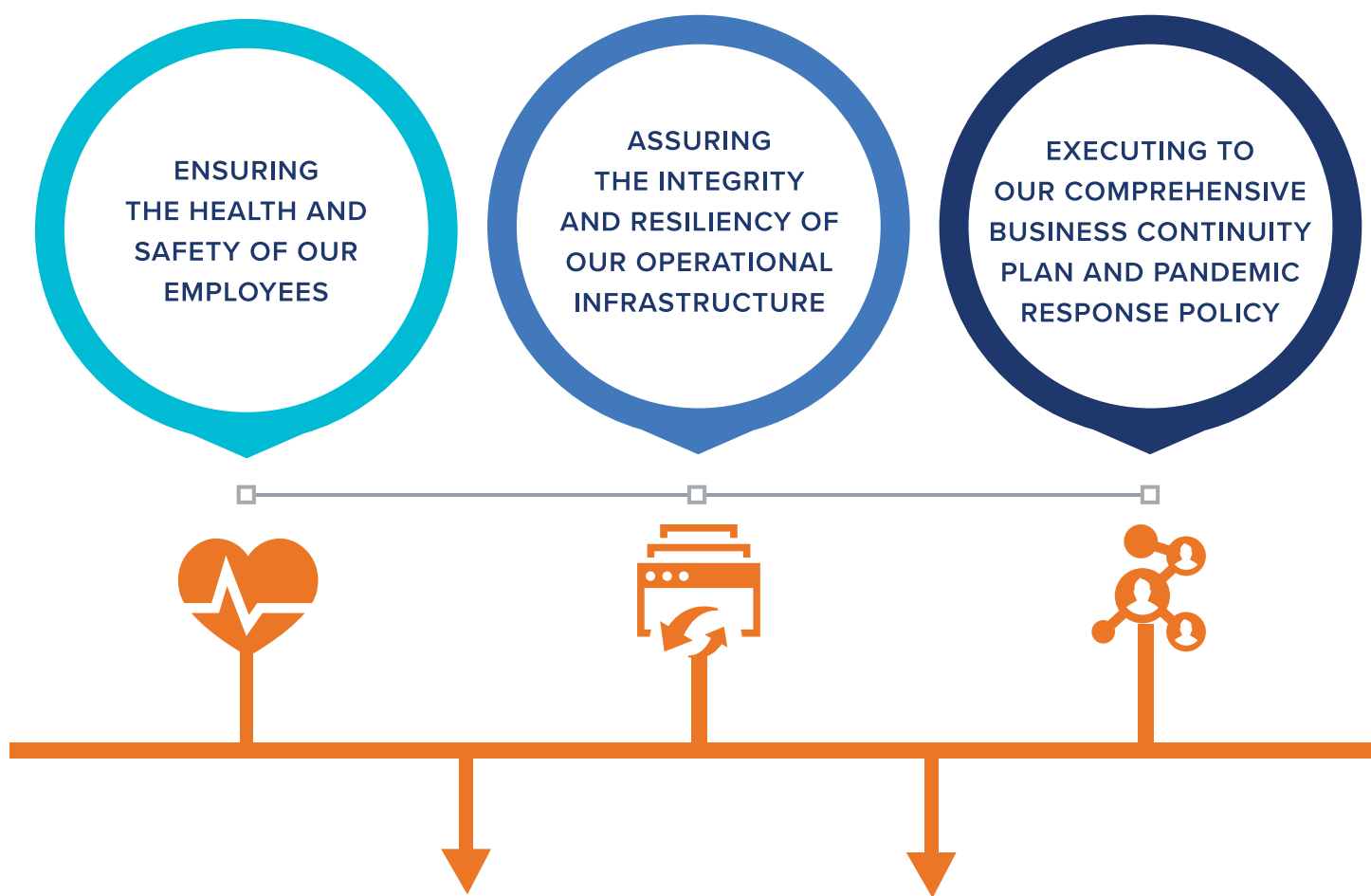
5 Key Steps to Take Now

If your company is reliant on service providers, act now to ensure any issues they may encounter as a result of COVID-19 have minimal effect on your business.

According to Gartner, there are five key steps to use in collaboration with providers to minimize the impact to your organization's business operations:

Prioritize Outsourced Services for Risk Mitigation

1

Work with Providers on Contingency Plans

3

Plan for Longer-Term Cost Reductions

5

2

Increase Remote Working Capabilities

4

Develop Contingency Plans for Critical Services

Our No Impact Commitment

As a managed service provider ourselves, Optanix is committed to doing the following during COVID-19 to ensure the pandemic does not impact the business operations of our partners and customers:

ENSURING THE HEALTH AND SAFETY OF OUR EMPLOYEES

ASSURING THE INTEGRITY AND RESILIENCY OF OUR OPERATIONAL INFRASTRUCTURE

EXECUTING TO OUR COMPREHENSIVE BUSINESS CONTINUITY PLAN AND PANDEMIC RESPONSE POLICY

→ CHECK OUT THE BLOG POST
"PRACTICAL ADVICE FOR MANAGING OUTSOURCED SERVICE PROVIDER IMPACTS DURING A PANDEMIC" FOR ADDITIONAL GUIDANCE.

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How Optanix can Help
As a managed service provider, Optanix is positioned to help companies address the short- and long-term impacts of COVID-19. Let us help you with your urgent needs now and prepare you for what's next. Visit **optanix.com/covid-19** for more information.

About Optanix
Optanix is the leader in intelligent business service assurance. The Optanix Platform delivers predictive and proactive performance and availability management across hybrid infrastructures, with a focus on real-time communications use-cases. It is the engine behind Optanix's managed service offerings.