

COVID-19: A note from Karen Hayes Shiver

As we face the ever changing and fluid situation associated with the COVID-19 virus, I wanted to take a couple of moments and share with you what Hayes is doing to prevent the spread of the virus and enable those around us to effectively move their workplace to their homes.

In an effort to enable our partners to continue organizational operations and in conjunction with our clients and vendors, Hayes is offering our VPN service at a reduced “pandemic” pricing model. Furthermore, Hayes has taken steps to deploy new VPN services to our clients in need with the fastest possible deployment time so that employees can perform their duties from the safety of their own homes. Hayes is also offering remote voice and unified communication services to client employees that need their corporate phone and communication capabilities while working from home. These “pandemic” voice services are offered to both existing Hayes Voice as a Service (HVaaS) customers and those customers not utilizing HVaaS. If Hayes can help you or your employees in any way, please let us know.

I would also like to stress that Hayes continues to offer the same high level of customer service and support that we are known for via our in-house Support Center that continues to be staffed 24x7x365 by Hayes employees. Please feel free to contact your Hayes representative or our Support Center with any concerns, issues, questions or needs that you may have.

We have witnessed an overwhelming commitment to community wellness from both our vendors and clients alike. We look forward to continuing to support, in any way we can, the health and safety efforts of Hayes employees, our clients and vendors with the sense of community obligation and compassion that Hayes is known for!

With Prayers and Best Wishes,

Karen Hayes Shiver