

We are in this together!



Dear WiZiX Customer,

We understand that you may not be thinking about buying or servicing your office equipment at this time, but we want you to know we are thinking about you!

And we are open for business.

The WiZiX Technology Group and its team members are here to take care of your business needs. We remain committed to providing the highest possible customer care and safety through these uncertain times.

The well-being of our customers and the WiZiX Team Members is of the utmost importance and rest assured we are taking the necessary precautions and following the guidelines of the U.S Centers for Disease Control (CDC) on preventing the spread of the COVID-19 Virus.

Business Continuity

SALES & OPERATIONS

- Operations teams are in place and remain capable of processing orders & performing admin/support duties.
- Our warehouses are open and able to ship orders without delay.
- Sales consultants are available to provide you with the excellent support that earned your business in the first place.
- They are prepared to schedule meetings by phone or video conference and understand the need to avoid face to face meetings unless requested by the customer.
- WiZiX Set-up and delivery team continues to install new equipment at our customer's place of business.
- Our leasing partners are actively working to ensure business credit is available to support your company.

TECHNICAL SUPPORT

Our technical staff remains prepared to service your needs and we have provided guidance on how best to protect themselves and the customer, while maintaining the highest level of responsiveness.

- In order to avoid any unnecessary traffic into your business we will attempt to solve equipment and software issues remotely.
- Staff is instructed to wash their hands before and after entering your facility and wear gloves during service calls at a customer's location
- Our technicians have been supplied with cleaning supplies to sanitize your equipment before and after any in-person service call.
- Attached you will find the latest Toshiba Hardware Cleaning Guide for your use as well.
- We have the equipment/supplies and parts available to support your business.
- Our business partners and vendors have indicated that at this time the supply chain is unaffected.

We all realize the situation is extremely fluid and volatile. WiZiX Leadership is closely monitoring events in real time and will remain vigilant in our efforts to meet our customer's needs and keep you informed.

If you have any questions, please reach out to your Sales Consultant or drop us an email at Info@wizixtech.com

Please be safe!

Gary Johnson

President

WiZiX Technology Group