

From: [Matt McLellan, Cayuse CEO](#)
To: [Darlene Holte](#)
Subject: Cayuse Covid-19 March 19th Update
Date: Thursday, March 19, 2020 11:06:11 AM

Dear Darlene,

In our continued effort to communicate as much as possible with you during this time and ensure you of our ongoing commitment to world-class support and uninterrupted service, I wanted to share some updates with you on our current response and future plans to help support you in this time of uncertainty:

- **Uninterrupted service:** You should not be experiencing any interruptions to any of your Cayuse cloud services or product support. All of our hosting systems are functioning as expected and the hosting team is set up to work remotely. Our SaaS solutions are available anywhere via a standard internet connection and browser.
- **Unlimited user licenses:** All SaaS/hosted customers using the latest version of our solutions should have unlimited user licenses for your Cayuse solutions to support your working remotely. If you have an older version or are using a system provided by a company Cayuse acquired that has limits on users, please reach out to Support to request as many users as you need to support your operations. These additional user licenses will be provided at no additional cost.
- **Project implementations:** All new and continuing project implementations and deliveries will proceed as planned, working with customers to determine schedules. User training is now being conducted remotely.
- **Customer success:** Your Customer Success Manager is always available to assist if any questions or needs arise with regard to your Cayuse products or services. Feel free to contact them directly.
- **Cayuse team:** Prior to March 2020, approximately 45% of the Cayuse workforce was already working remotely, so we were well positioned to transition to fully remote work, which we did for all employees on March 13. We have also canceled all travel for the foreseeable future. However, we will work with any customers who require on-site travel as it is appropriate and safe to do so.
- **Events:** All events occurring between March and May 2020, including the SRA, NCURA, IACUC PRIM&R events, and our upcoming visit to Philadelphia, have been cancelled. We are working with conference organizers to determine the best way to support these critical organizations. We will keep you updated on events occurring post-May 2020.

The health, safety, and wellbeing of you, your fellow team members, and our team

are our top priority. We will keep you posted as the situation evolves. If there are other ways we can support you or your organization, please do not hesitate to reach out.

Please know that we have you, your families, and your communities in our thoughts. Thank you for your continued understanding during this uncertain time.

All the best,

Matt McLellan
President and CEO

[email preferences](#)

