

Coronavirus (COVID-19) Xoserve Service Desk Offshore Contingency Arrangements – 24th March 2020

Dear Customers,

As part of our Business Continuity plans, we have been working with our offshore Service Desk partner to test their contingency arrangements and to make sure they have the capability and capacity to host our service desk remotely.

In addition to our testing, the Government of India has issued a set COVID-19 containment measures. Our partner has produced a contingency plan to ensure they can run our service desk remotely. Testing has been carried out, and we are satisfied they can support our current service desk volumes operating this model.

What does this mean for you?

- Customer experience will be slightly different, as calls will be routed to mobile phones
- We will be unable to record calls through the NICE recording system, so potentially it may be more difficult to resolve complaints or issues raised if we need to go back and track the recordings
- Where call waiting would normally be a hold message, the phone will now continue to ring until answered
- If you are placed on hold during your call, in some instances you may hear Indian music or script. This is expected, so please stay on the line until your call is answered.

We understand this is a challenging time and we are committed to delivering you the best possible service. If you do need to contact the Service Desk, we would encourage you to contact us through our [web portal and email services](#).

Our Information Security team have reviewed these arrangements and are comfortable the correct precautions have been taken to mitigate any security issues, and an additional Non-Disclosure Agreement has been signed by each service desk employee operating offshore, to ensure continuity of information security policies.

If you have any queries about our continuity planning for the Service Desk, please contact your [Customer Advocate](#). Alternatively, you can email Covid19Enquiries@xoserve.com.

Kind regards,

Andrew Szabo | **Chief Customer Officer**
Andrew.Szabo@xoserve.com | 07484 614 712 | Skype 4 Business: +44 121 2292 044

PA: lisa.edmond@xoserve.com | 0121 229 2378

Address: Xoserve Limited, Lansdowne Gate, 65 New Road, Solihull, B91 3DL
Company Website: www.xoserve.com