

Ellucian Business Continuity and Coronavirus (COVID-19)

The health and well-being of our customers, partners, and employees throughout the world is of utmost importance to all of us at Ellucian. We have been closely monitoring the evolving situation concerning the Coronavirus (COVID-19). As part of our response, we are providing ongoing information on our safety precautions along with our approach to business continuity as it relates to COVID-19.

Ellucian Safety Precautions

To help safeguard our employees, customers, and partners, we have put policies and practices in place that include:

- The cancellation of Ellucian Live 2020 in favor of a virtual program.
- Suspension of all non-essential travel corporate wide, employing the use of video conferencing for customer facing activities as well as external events whenever possible.
- Where services are being delivered on-site to a customer, we are providing alternate options for remote delivery where possible and rescheduling as needed.
- Prohibiting international travel for all employees and limiting domestic U.S. travel unless determined business critical.
- Cancelling employee attendance at any non-critical business-related conferences or meetings.

All of the above actions related to travel will persist until further notice.

Innovative Infrastructure and Customer Support

Ellucian is an innovative company whose operating infrastructure is remote by design, with over 60% of our global workforce working remote daily. We are organized to address customer support and internal operations in any event and notably, when customer resource mobility may be severely restricted.

Ellucian's business continuity is based on a flexible and mobile operating model that enables our employees and partners to access critical business systems securely both within and outside Ellucian's corporate office locations. Our employee base is geographically diverse, all use laptops and are not tied to any office location.

Customer support access via the Ellucian Operations Center (EOC), Global Support teams and ActionLine are all designed to deliver continuous support through potential disruptions. Access across our support channels (email, phone, online support resources and case submission) remain unchanged. Customers can access support resources at <https://www.ellucian.com/customer-center> or call +1 844 358 7222 (US/Canada Toll Free) or +1 407 215 3970 (International, select option 3).

Other Ellucian business continuity processes include, but are not limited to:

- **Deployment Methodology and Service Offerings.** Our professional services offerings are ideally suited to support a significant portion of project activities virtually to help customers go live and get the most value out of the Ellucian solutions.
- **Business Resiliency Office (BRO):** The BRO coordinates with various Ellucian business units, to document and test business continuity and disaster recovery practices. Ellucian tests annually to confirm business continuity and the enablement of uninterrupted services to our customers.
- **Customer Success Managers (CSMs):** Ellucian CSMs work closely with our customers to help ensure a high-quality experience throughout the customer journey, especially at times when access and communication are of paramount importance.
- **Cloud Assurance Managers (CAMs):** Ellucian CAMs serve our customers by assuring cloud platform continuity and are integral part of our overall customer-facing service team.
- **Managed Services:** Our Managed Services team is equipped to support our customers as they continue improving their remote capabilities. From technology and academic operations specialists to 24-hour call center staff – our team can continue serving our customers as they stay responsive during this evolving time.

All teams listed above have multiple layers of redundancy, and protocols to hand off delivery services to team members if required.

For more information, please visit <https://ellucian.force.com/clients/s/article/Application-Hosting-Services-Disaster-Recovery-Plan> for details on Ellucian's Application Hosting Services (AHS) Disaster Recovery plan.

We will continue to closely monitor the situation and update our approach based on guidance from the World Health Organization, the Centers for Disease Control and local governments.

We know that this is a critical time for your institution to prepare and respond to essential needs and Ellucian stands ready to partner and support you.