

## H1N1 Risk Mitigation to Clients

### Policy Statement

As a service provider we recognise the risks associated with the current H1N1 pandemic and can assure all our clients that we have a robust and tested approach/ plan to managing the associated risks.

- We have designed a resilient infrastructure with sufficient capacity to leave our data centres unvisited for up to 12 months
- Our service Desk operates both remotely and from a manned location should we need to quarantine individuals or use other locations without material impact on service
- Our dispersed operations model allows us to work from any location
- We use a variety of different communications suppliers which provides multiple routes in all we deliver
- Our hosted services and Business continuity services are designed to deliver the following to ourselves and our clients
  - Hosted email, Instant Messaging – Audio & Video Services with the ability to communicate from any suitable location
  - Our Storage approach to backup data on desktops, laptops & servers is remotely managed and we are able to automatically schedule backup & recoveries - providing true flexibility
  - Our Virtualised servers allows us to move client services to our locations without visiting site
  - Security – Our various VPN hubs allows us to securely invite clients into our network and provide remote home working as standard
  - The area of Professional Services which requires a physical visit is one which we cannot overcome however we are confident in our tried and tested approach to remote hosting and management that we would be happy to offer such remote services on a temporary basis should it be required by our clients.



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*We will do all we reasonably can to ensure continuity of services in accordance with our business continuity plans which are described in general terms in this document but neither this document nor those plans form part of our contracts with customers. The provision of our services are subject to our terms and conditions (including those terms relating to force majeure events) which are set out in the agreement for the provision of IT services issued to each of our customers.*

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