

Together, we are facing a truly unprecedented situation. The global COVID-19 pandemic is affecting all of our families, our businesses, our communities and our way of life. During this time, I wanted to reach out and update our customers on OpusXenta's approach to the situation.

Our hearts go out to anyone who's been impacted by the virus, either directly or indirectly. Our thoughts are especially with those who are sick, to whom we extend our sincere best wishes for a full recovery. It's times like this when we are truly inspired by the selfless healthcare workers around the world, who are on the frontlines, working tirelessly to care for people affected by this virus.

## Our Customers

We have no doubt that you are all under extreme pressure during this difficult time, but please be assured that OpusXenta are committed to playing our part in making the situation that little bit easier where we can. We are here to support you. While businesses are in uncharted territory, the business continuity plan in place within our organisation is robust and we have the people, commitment and capability to continue to provide an uninterrupted service, as you require to keep your systems running.

## Our Staff

Like you, our focus is upon the health and safety of our employees, their families and communities.

Our employees, who are spread across 4 continents, have been strongly encouraged to work from home. With our distributed workforce and many of our employees typically working remotely, this shift has been relatively smooth and we continue to deliver the highest levels of performance, availability, and security.

We're also asking our teams to work with customers through digital channels where possible to protect both our customers and our staff. We are well equipped with web-based communication tools, which include the ability to run online video, white-boarding and voice sessions. We can continue to offer you and your people all of the support you require across the board.

## Ongoing Support

Our help desk remains open and manned across multiple time zones and the team are eager to continue to support you as needed. Please use the following for support requests:

Email: [support@opusxenta.com](mailto:support@opusxenta.com)

Telephone:

- Australia and New Zealand : +61 2 8024-5931
- United States : +1 (833) 236-2736
- Your consultant on their respective mobile numbers

Create a support ticket: <https://opusxenta.freshdesk.com/support/tickets/new>

## Extending a Helping Hand

During this time, we are making some of our technology available to customers, partners and communities, in an act of support and community.

**We are providing access to byondcloud  
FREE of Charge  
Through to the end of June 2020**

This will facilitate the ability for you to continue to transact with your cemetery, crematorium, funeral home and mason partners remotely, thus reducing the need for in-person contact for bookings and permits.

Please also be aware that **byondcloud** is integrated to our products (OpusXi and OpusXf) that are available in the cloud, so your staff are able to also work remotely, just as efficiently as if they were in the office.

To assist smaller cemeteries,

**We are providing access to OpusXc  
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This will allow the cemetery to offer deceased search and online information for their communities, without the public needing to contact the cemetery administrator or to visit the cemetery office. It will also assist the cemetery administrator to keep track of inventory online and be able to provide information in this regard remotely.

For any further information or assistance, please contact us on [sales@opusxenta.com](mailto:sales@opusxenta.com) or call us on the telephone numbers shown above.

If you are aware of other opportunities for us to help others with our technology, please let me know at [tonyl@opusxenta.com](mailto:tonyl@opusxenta.com).

We have an incredible team at OpusXenta that are here for you. This moment reminds us that we're all connected like never before. We're called upon to be our best selves, with patience, understanding and compassion.

OpusXenta are committed to being your partner and persevering together in all the days and years ahead.

As we go forward, we'll be sure to keep you updated, and please know that we always value your questions, ideas and feedback.

Sincerely  
Tony Lorge  
CEO | OpusXenta