

March 23, 2020

To our Customers and Partners:

It is hard to digest all of the information coming out about the coronavirus (COVID-19). We are all being inundated with an avalanche of information -- from Federal and State governments about programs or protections along with every company you have ever interacted with is sending you an email about how they are responding to the crisis to make you more at ease.

Like everyone else, we are monitoring the situation in each state and city where we have employees and clients with active projects. We are also trying to keep current with the policies and practices that our clients are adopting in response to COVID-19.

We are fortunate that we have always been a virtual company, so while it means we have to monitor a lot more locations, we do not have to worry about something spreading across our team or scramble to figure out how to work remotely. Towards that end, we have provided some [tips and lessons learned over the years where everyone works remotely](#).

We have cancelled all non-essential travel and are working with our employees to be safe and work smartly in the light of "social distancing". However, our Adaptive team is still very committed to our business and is working at full volume. We do not anticipate project or support delays as result of the current situation on our side. We recognize that adjustments may be occurring on your side, and we want to work creatively with you to support your organization however we can.

We are here to help and can offer solutions around:

- Recommending tools to support remote access for virtual workforce like video conferencing
- Setting up hosted environments and licenses to support remote users
- Using the **3DEXPERIENCE** platform to support remote collaboration and data management
- Short-run production parts or tooling/fixtures components if your normal sources of supply are disrupted
- Providing remote training
- Offering supplemental resources to keep things on track

Where we have active projects with on-site requirements, we have been working to provide alternatives that address the health concerns of our customers and our employees while meeting the project goals and schedules.

If you have any questions about how we are responding to the current crisis or any assistance setting up access for remote employees to access license/data, please contact us directly.

Stay Healthy and Safe,



Eric. A. Doubell, CEO