

Vista Retail Support COVID-19 Business Continuity Update

This is without doubt the most challenging time for all businesses. This week I have spoken to business leaders who are experiencing polar opposite extremes with the demands and challenges they are facing on a day-to-day basis. Supermarkets are experiencing panic buying which is incredibly stressful for the people who work in the stores, the supply chain and support staff; other sectors such as cinemas, pubs and restaurants are suffering due to a lack of customers and are having to shut their doors.

On behalf of the entire Vista family we have complete empathy for you all and we sincerely hope that you find the strength and resources to find a way to succeed in these most unique, uncertain and challenging times.

I would also like you to know that the Vista team and I are here to support you. It is in times like this that we need to work together to ensure that we emerge the other side as a stronger, more resilient business.

Vista's Business Continuity Pandemic (BCP) Committee meets on a daily basis and I have shared regular updates relating to Vista's virus pandemic business continuity planning with my colleagues. As expected, they jumped into action to ensure that we implemented appropriate actions immediately.

As you will be aware, Vista provides business critical technology services to many businesses including pharmacies, supermarkets and convenience stores; all of which form part of a critical infrastructure. As a consequence, we are considered a critical supplier and are confident that we will continue to provide services to our customers in the event of a government enforced restriction of movement.

Our business has highly secure cloud-based IT, service management, helpdesk, financial and telephony systems which means that should we need to move the core Head Office operations to a full home-working environment, this can be achieved within a matter of minutes.

At this stage we have reduced the number of colleagues attending our Head Office by moving all face-to-face meetings to video calls. We have also split our helpdesk and engineer allocation departments into two teams; one of which will remain on premise at present but working in large isolated areas and the other which will work remotely. These changes will ensure service continuity and reduce the risk of the virus spreading within the office.

Vista has a fully tested complete disaster recovery system which was audited during our recent ISO270001 successful re-assessment.

With regard to the Repair Centre and Staging services, Vista has the benefit of multi-site locations. Therefore, we are able to split these services into teams that are situated in three different locations which, therefore, reduces the potential risk of spreading the virus.

The Vista team is here to help retail in its time of need and if you need assistance or reassurance, please do not hesitate to get in touch.

Together we will get through this, we must work in partnership to ensure that our businesses succeed, and our colleagues are supported.

I hope you, your family and colleagues remain in good health and I look forward to a time when we can all shake hands and sit in the same room again.

Regards

James Pepper
CEO
Vista Retail Support Ltd