

Business Continuity Procedures

PowerCloud is committed to maintaining a healthy workplace for its staff and to supporting its customers. As such, we wanted to take a moment to share steps that we are taking in response to COVID-19 (coronavirus).

Health and Safety: PowerCloud is taking steps to ensure the continued safety and well-being of our employees. For the time being, we have instituted work-from-home procedures and implemented travel restrictions for our employees. We are continuously monitoring the threat level and situation to ensure that the appropriate actions are taken as the situation evolves.

Customer Success: We are committed to our customers' success. We are working to ensure the same level of service and accessibility to our services. Our support teams are available and can be reached through phone, web, and chat. As this situation evolves, you have our continued support.

Operational Excellence: Remote working facilities have been activated to aid social distancing and to maintain safe workplaces. Personnel from the network, security, and other engineering operations are working remotely to ensure continued product availability and reliability. Remote access is securely provisioned using VPN to ensure that the confidential data is maintained via secure channels. PowerCloud has institutionalized business and team collaboration solutions, which will continue to aid our staff regardless of work location.

We continue to monitor the global situation and will offer full support to our employees, customers, and partners as needed. For further queries regarding our COVID-19 preparedness, please reach out to support@cloudwan.co.za.

Thank you for your continued trust. We will meet this challenge together.



Hannes Kruger
Founder