



## Sunquest Information Systems Addressing Business Continuity during the COVID-19 Outbreak

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At Sunquest Information Systems, the health and safety of our employees, as well as our customers and partners, is of primary concern. With the recent COVID-19 pandemic declaration we are exercising our business continuity and safety procedures. As a global healthcare technology company, we are confident in our ability to continuously and seamlessly support our customers' business operations. The information below outlines specific components of our business continuity and disaster recovery plans.

### **Business Continuity Plan Overview:**

Sunquest maintains a comprehensive Business Continuity Plan that covers technical recovery, internal and external communication, and service continuity. This plan, which is audited as part of our ISO 27001 Standard Operating Procedures, ensures that Sunquest is capable of continuing to provide services to our customers. As part of our readiness and preparation activities for a potential COVID-19 mass event, Sunquest is confident in the Plan, and has confirmed our ability to continue to provide service to our clients. The following provides you with additional guidance specific to our Plan:

### **Actions:**

The Sunquest BC/DR plan specifically addresses risks and actions to take in case of a pandemic outbreak in any of our geographic locations.

Specifically, for COVID-19, we have in place the following:

- a. Work-from-Home strategy that will allow each Sunquest office, as necessary, to promote social distancing and stem the impact from person-to-person transmission.
- b. Technology that is able to route communication and daily workflow in a seamless manner in order to avoid any change on how our clients engage with Sunquest and the services we provide.
- c. Key department resources redundancy that mitigates the impact of prolonged absences of individual personnel.

Sunquest has created specific contingency plans to minimize disruptions to its customers' services due to employee illness and/or absenteeism in the event of a pandemic. Sunquest maintains multiple geographic locations with resources capable of managing and maintaining the services we provide to our customers 24/7/365 days a year. The BC/DR plan identifies key staff that can execute with delegated authority in the event of a disaster and, key resources are part of a collective pool that are cross trained within the distributed global team minimizing the impact due to illness and/or absenteeism in the event of a pandemic.

In addition to reviewing our BC/DR plan and preparing to ensure availability of the services that we provide, we have also assessed the readiness of our key partners and we are confident in their ability to continue to provide services during this pandemic event.



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### **Communications:**

To support this plan, Sunquest provides ongoing and relevant communications and training to our employees as it relates to a pandemic and its potential disruption of business activities. As such, regular communication about COVID-19 and its impact to business operation is being made to our entire employee base, including methods to reduce its spread and efforts the company will take to protect our employee and client base.

### **Infrastructure:**

Sunquest BC/DR plan specifically addresses risks and actions that we will take related to potential systems/infrastructure issues that may arise during this event. (e.g. remote VPN bandwidth constraints and testing, etc.).

Sunquest has prepared and implemented a work-from-home readiness plan for COVID-19. A complete assessment of our network, infrastructure, and end-user connectivity capabilities and capacity has been confirmed and we are ready to handle the needs of our staff as they continue to provide service to our customers.

The BC/DR plan specifically addresses a closure of our main business location by the COVID-19 pandemic. Since Sunquest has distributed resources across various geographic locations (including international locations), with a significant work-from-home program already in place, effects to the service that we provide from disruption within a specific geographic area would be minimized to our clients. This risk is mitigated by:

- Work-from-Home strategy that will allow each Sunquest office, as necessary, to promote social distancing and stem the impact from person-to-person transmission.
- Technology that is able to route communication and daily workflow in a seamless manner in order to avoid any change on how our clients engage with Sunquest and the services we provide.
- Key department resources redundancy that mitigates the impact of prolonged absences of individual personnel.

However, in the event of a massive impact across various offices and significant illness within our workforce, our Business Continuity plan will shift all technical resources to focus on supporting of existing client environments and hosted systems. This means that system upgrades and new development could be de-prioritized during this event.

Sunquest has also limited domestic and international travel for our team members, insisted that team members stay home if they have symptoms, and have provided communication to all employees related to CDC guidance for the illness.

To date, Sunquest has not had any employees infected by the COVID-19 virus and our service operations have not been impacted. We will continue to closely monitor this event and will provide information and further details to our clients and employees.

Sunquest is fully committed to uninterrupted support at the capacity to which you're accustomed. We will continue to provide our customers with information as events dictate.

Contact your Account Executive for further inquiries.