

COVID-19: Koi Computers is Taking Action to Protect and Respond

With the coronavirus (COVID-19) situation changing hourly, we want to assure you of the important steps Koi Computers is taking to help mitigate the impact on our clients, our company, and our communities. Their support, health, and security are, as always, our top priorities.

Health and Safety

As part of our Business Continuity Plan, our company is currently monitoring and following all recommendations put forth by the World Health Organization and US Centers for Disease Control and Prevention in an effort to protect our clients and our employees, while ensuring the continuation of business. In our office, we have measures in place to help ensure the environment is clean and that all confirm that they do not pose a risk to others when conducting business.

Workforce and Infrastructure

Our company remains fully operational and uninterrupted. Full remote access for all our employees has been brought online and is ready for deployment. Should we need to close our office, we expect minimal disruption in the service we provide to our clients.

Warranty and Support

During this time, warranty and support requests should be sent to support@koicomputers.com. This email is continually monitored throughout the day. For clients with on-site support warranty, we will make every effort to meet your Service Level Agreement. At this time, we are not seeing any service disruptions from our manufacturers in providing RMA support.

Supply Chain

During this time, we are seeing supply chain delays and disruptions due to the global impact of COVID-19. We are in constant communications with supply chain partners in hopes of decreasing delays and interruptions, and are continually evaluating alternate sources of supply. As a Federal Government Contractor, we are committed to keeping our supply chains clean and will not source Gray Market Products or Used/Refurbished products.

In Closing...

While these unique circumstances have created a good deal of uncertainty in the next weeks or months ahead, we want you to know that we are taking all possible steps to prepare and support our employees and our clients. Given the fluid situation, we will continue to be in communication with you to provide any further updates or changes. We thank you for your continued support and trust in our company, and we are committed to managing through these challenging times and emerging strong together.

Sincerely,

Fanny Ho, President
Catherine Ho, Federal Business Development Manager