

Dear clients and partners,

I wanted to personally reach out to you during these challenging and uncertain times to let you know that you can still count on Avid. There is nothing more important to us than the safety and welfare of our people, your people, and their families and communities. And, we appreciate that you and your team provide critical products to those families and communities. We recognize our role and responsibility to ensure that your manufacturing processes remain online and productive. We are here to serve.

Although we've adjusted how we work and have eliminated non-essential travel, we recognize that our work with you is essential to critical manufacturing in the United States. We understand the strain the current environment will place on both personnel and equipment in the weeks to come. With engineers in sixteen states, Avid can provide local and regional support for your facility. In addition to on-site support, we've partnered with providers of the latest technologies to also quickly launch affordable and secure remote connectivity and collaboration solutions. Here are a few examples:

- [IoTium's](#) remotely deployed, plug and play, secure IIoT managed services solution provides one-click, remote access to automation and information systems so any authorized technical support personnel can support on-premises, essential maintenance, and operational staff – 24/7.
- [RealWear's](#) powerful, Android-8 based wearable, hands-free device, now integrated with Microsoft Teams, allows on-site technicians and operators to view documents, speak to off-site experts, and collaborate with multiple remote personnel to perform complex operations in the harshest conditions – safely and securely.

Please don't hesitate to contact anyone at Avid directly – including myself – my personal contact information is listed below.

Finally, I'd like to thank you and your organizations for the important work that you're doing in order to ensure your products continue to flow to those who need them.

Sincerely,



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