



## Important Storm Notice for Clients

With hurricane Idalia impacting our area tomorrow we want to share some important communications with you regarding our operations.

1. Blough Tech will switch to distributed work from home on **Wednesday**. All our staff will be sheltering at home.
2. Phone support should still work. Calling 229-377-8825 should still connect you with a Blough Tech help agent. We switched to a hosted Windstream phone solution which allows us to answer calls if we have internet connection. If there isn't a large disruption with Windstream, we shouldn't have issues with calls. Our staff is geographically dispersed from Bainbridge, Cairo, Thomasville, Moultrie and Jacksonville, so someone should be available.
3. Email support should still work. Emailing [help@bloughtech.com](mailto:help@bloughtech.com) should still create a support request since our email, as well as all our clients, is hosted in Microsoft's infrastructure. If you do not receive a confirmation email back with a ticket number assignment that means that we do not have power at the Cairo office. You will need to email [pcromartie@bloughtech.com](mailto:pcromartie@bloughtech.com) directly with your request. After the storm, please revert back to [help@bloughtech.com](mailto:help@bloughtech.com) so we can assure you that your request is tracked and responded to quickly.
4. If you host your website with us, we expect no disruptions. All websites are hosted in an offsite data center. The same is true with DNS, and Name Services.
5. Critical real time security services should not be impacted. Systems like anti-virus, EDR, Firewalls and others are designed to be resilient. More interactive systems, such as patch management and vulnerability management could be delayed but that should not pose any significant risk.
6. Remote support services like screen viewing and control will continue to work if there is not a power or internet disruption in Cairo. We have a generator but cannot turn it on while it is still storming.
7. Emergency support is still available 24x7 but bear in mind that we may experience an excessive number of emergency calls. Just as a reminder an emergency is classified as a major disruption to a critical system or service or an outage affecting multiple computers or users. If it can wait, please contact us during normal business hours.
  - a. There is only so much we can do remotely.
  - b. We will not go onsite until it's safe to travel.
  - c. Both power and internet must be restored before we can help you at your location.
  - d. After hours emergency support is staffed by our local team from their homes during their off time, so please be patient with them.
8. On **Thursday** we will begin accepting phone calls and checking on systems status at 7am rather than 8am like normal.



9. We will prioritize support requests based on the type of business and the scale of impact. Critical infrastructure will be our priority such as police and fire. Health care will follow and so on. All our customers are very important to us, and we will respond as quickly as possible.
10. If your building sustains damage or it will be an excessively long time before your power and internet is restored contact us about using our hot site location.
- 11. If you have water damage DO NOT make any contact with the water until power has been cut off at the main and someone can certify it's safe. Computers can be replaced, you cannot be.**
12. We do recommend shutting off all non-critical systems at end of work today, including PC's. You will want to come in early on Thursday to turn these items back on to give them time to reboot before start of work.
13. While we do not expect this event to cause wide scale damage, if it should, Blough Tech will engage its peer network of over 550+ other IT service providers globally to assist.
14. Be especially vigilant about malicious emails, text messages and phone calls. Predators will likely try to take advantage of the stress of this event to convince you or your team into clicking on a link, downloading something or some other scam. Be suspicious of any communication you or your team receive and validate its authenticity before responding. If you have any concerns, please send the email as an attachment to [help@bloughtech.com](mailto:help@bloughtech.com) for us to review.