



March 20, 2020

To our valued customers and partners,

In such global uncertainty, we want you to know that RAVE is committed to supporting your business and success throughout the course of the COVID-19 pandemic, providing continuity and excellent service and support.

### **RAVE'S Business Continuity plan**

First and foremost, we are stressing the importance of our employees, their families and broader community. We have implemented a strategy for our employees to ensure their safety and well-being. Much of our staff will be working from home. Core operations will work from the building with weekly rotating staff, the goal to never expose all of one department at the same time. We have further segregated operations, front end to back.

Employees are encouraged to take preventative measures while working remotely. We are following CDC recommendations and have cancelled customer visits and restricted visitors into the building. In-person industry events and tradeshow have been cancelled for the near-term future. Enhanced daily deep cleaning practices have been implemented throughout the building.

### **Order Fulfilment and Support**

We are in close contact with all of our suppliers and we are trying to mitigate the impact of any delay in the supply chain. In anticipation of supply chain interruptions RAVE had made the decision to purchase and take an inventory position on the products required to fill the majority of the orders we received up to this date. This includes those that are scheduled for delivery over the next several quarters. If not on premise for all orders, the needed products are on order with scheduled delivery dates to RAVE.

If your organization has requirements over the next several quarters and has not yet placed orders we recommend you contact RAVE now to discuss those requirements. We will work with you to determine the best ways to ensure that supply chain issues do not impact your required delivery dates.

Our support organization will be available during our normal support hours to assist our customers.

RAVE has the highest levels of partnerships with most of our suppliers allowing us to maintain direct contact with them. We are working diligently to make sure we are also aligned with the operations and support staffs of the OEM's/suppliers that support us. This will ensure we can continue to secure products for future orders and/or receive additional technical support when necessary.



7171 Sterling Ponds Court  
Sterling Heights, MI 48312

Order fulfilment and client support becomes extremely important as we continue to serve Department of Defense related customers, OEM's and research facilities. We are truly humbled at the efforts of those who will continue to work to defend our country, support the country's infrastructure and research and development, regardless of how trying times may become.

### **Client/Partner Updates**

Our President and I along with the rest of the RAVE leadership team are connected round the clock to assess, strategize, execute and deliver on objectives. We are working tirelessly to adjust our operations and maintain continuity, in a changing environment, while promising to serve you in the safest and most effective ways possible. Email is the best way to contact our sales and support teams. Please channel your needs and/or questions through your existing strategic account management or service team member that support you through all routine business communications. You can also contact us at [info@rave.com](mailto:info@rave.com).

RAVE Computer will continue to monitor the COVID-19 outbreak and will issue regular updates via email and/or on our website. Individual updates will also be shared by your Strategic Account Manager if any update impacts your specific circumstances.

We wish you, your team and your families the best of health and safety during these uncertain times. Please know the RAVE team is here to support you!

All the best,

A handwritten signature in black ink that reads "Rick Darter".

Rick Darter  
CEO and co-founder  
RAVE Computer  
[rdarter@rave.com](mailto:rdarter@rave.com)

A handwritten signature in black ink that reads "Stacey Ferguson".

Stacey Ferguson  
President  
RAVE Computer  
[sferguson@rave.com](mailto:sferguson@rave.com)