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COVID-19

SERVICE PROTOCOLS

Over the course of this pandemic, we have taken extraordinary measures to ensure the safety and overall health of our Staff and Clients. While we have seen great success in utilizing our Remote Operations Center (ROC) to reduce the number of visits, sometimes it is necessary to have one of our trained technicians respond to a client location.

Here is a breakdown of the different protocols that we have put in place to keep everyone safe while maintaining the same high level of service for our clients.



ROC troubleshoots issue to avoid in-person visit



Service vehicles thoroughly maintained and sanitized



Proper PPE worn at all times



Practice Social Distancing



All surfaces and equipment sanitized



ATO Plug & Play Remote Installation



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Call avoidance is paramount and our ultimate goal as we continue through the COVID-19 Pandemic. We make every effort to effectively troubleshoot and resolve an issue via our Remote Operation Center.



Before departing, our Service vehicles are thoroughly stocked and made sure to be sanitized - as well as contain ample protective coverings.



Proper PPE will be worn at all times through the duration of the visit.

Additional on-site precautionary measures include:

- All PPE will be put on before entering the building
- Technicians will wash and sanitize hands prior to leaving
- Technicians have been issued helpful "Door Grabber" tool to help keep from using door handles



Technicians will maintain social distancing at all times.

- Refrain from shaking hands
- Use items ONLY belonging to Technician and/or Atlantic
- Technicians will call the location prior to arrival to ensure that a direct path to the machine is cleared out to avoid unnecessary client interaction



Technicians will make sure that all surface areas and components of the machine and surrounding areas have been completely wiped down and sanitized.



Atlantic's No-Contact Delivery process eliminates the need for a Technician on site. Our Process Includes:

- Secure remote gathering of network settings
 - Scan to Folder Settings
 - Address Books & Account Codes
- pre-configured at ATO facilities
- Plug & Play! Zero downtime