

Throughout this coronavirus situation, our clients will continue to utilize Haverly planning, scheduling and crude oil analysis tools to provide guidance to their operations. Providing this guidance will involve challenges.

- Changes to planning and scheduling models may require new or unfamiliar techniques and skills.
- Our client companies may be running with reduced staff.
- The need for expert and timely support is critical and urgent.

CENTRAL TO HAVERLY SYSTEMS' HISTORY IS OUR COMMITMENT TO PROVIDE OUR CLIENTS WITH THE BEST-IN-INDUSTRY TECHNICAL SUPPORT.

During this time, Haverly will re-double its efforts to provide our clients with timely, informed and thorough technical support.

1. Haverly will continue to be available via email. Email requests for technical support are automatically and immediately forwarded to the correct staff around the world. Haverly is committed to replying in less than 24 hours.
2. Haverly will continue to be available by telephone. If Haverly offices are closed, we will provide audio communication via Skype, WhatsApp, etc..
3. Haverly will continue to be available via web meetings using software such as GoToMeeting.
4. Haverly's technical support servers will continue to operate to provide convenient exchange of large files and access to updates and the knowledge base.

Haverly Systems has adopted the following plan.

1. For now, Haverly offices will remain open. The offices are being staffed with a minimum crew and each individual has a separate working space/office. Each office has adopted and reviewed stringent protocols for good hygiene. Office staff with special circumstances are working from home. Other Haverly staff already work from home.
2. If circumstances change, each office has the necessary infrastructure and procedures for staff to work and communicate effectively from their homes. Because we already work remotely with clients, partners and other Haverly offices, this will not be much of a change. We are good at this!
3. No company travel via airplane, ship, train, bus or any other form of mass transit.
4. Onsite support visits are postponed.
5. The situation is changing daily and Haverly Systems will flex to meet the demands of each day.

In summary, do not hesitate to utilize Haverly's technical support.

MUG and MUGI Conferences

Haverly's European Technical Conference has been rescheduled for 1-6 November 2020. More info on our website.

The North American Conference is still scheduled for 27 September - 2 October 2020. More info on our website.

Training

If you were planning to attend a training class that has been postponed, contact us to discuss an online class.

Should you have any questions, please contact us and we will reply as soon as possible.

Best regards,

Victor Haverly