

March 26, 2020

GlobalSCAPE Response to COVID-19

To our Valued Clients,

GlobalSCAPE is committed to the continued world-class service delivery that we have provided to our partners and clients for over two decades. Given the current circumstances both domestically and internationally surrounding COVID-19 (“Coronavirus”), we have become increasingly cognizant of how this event could affect GlobalSCAPE and you as our trusted and valued clients. Here is some information you should know:

- Our operations remain uninterrupted. Sales, Support, Professional Services and administrative teams continue to function at high levels.
- We have prepared and equipped our teams with the best tools to work from any location. Our technical backbone is built for remote capabilities.
- Travel has been limited to that which is deemed necessary to fulfill client service level agreements.
- Our executive team is monitoring appropriate local, state and federal information to guide future actions.

Like many of you, our teams are working remotely. Your success is paramount to us, and we know having timely and effective support during these challenging times can be a key differentiator for your business. For that reason, I want to assure you that although we are working remotely, our Client Services team continues to remain dedicated to providing you seamless support and a wonderful experience.

Our client service satisfaction ratings continue to remain high as we provide the same level of service now as we did prior to the COVID-19 outbreak. Through March 24th, we recorded a score of 96.3% for **Client Satisfaction** in the areas of Timeliness, Friendliness, Knowledge, Care, Urgency and Commitments. In terms of our **Net Promoter Score (NPS)**, we recorded a score of 93 which is considered **world-class**.

GlobalSCAPE remains committed to serving you during a time of concern. We will continue to closely monitor COVID-19 developments and make any adjustments and modifications to our policies and procedures as required.

Best Regards,



Robert H. Alpert
Chief Executive Officer