

Business continuity in Tia Technology in response to Covid-19

The intention of this document is to give an overview of how Tia is responding to the Covid-19 (Corona) situation, in relation to the recommendations and regulations from local authorities where Tia has offices and/or employees.

Furthermore, this document explains the measures being taken, the setup in Tia and its ability to live up to customer commitments, in terms of projects, ongoing support and operations

1.1 Offices and employees

Tia complies with local government recommendations and guidelines in all our locations. This means that all Tia employees are currently working remotely from home.

This does not affect our ability to fulfil the obligations we have towards our customers.

Tia employees have adapted quickly to the more distributed way of working across the whole business and across all customer engagements. Projects are progressing and commitments are being fulfilled.

Project management teams, delivery representatives and senior management meet regularly (every day) to monitor the situation, share best practices and solve any challenges.

1.2 Infrastructure, software and tools

At Tia we usually work in distributed teams and our infrastructure, tools and supporting systems are mainly cloud based and accessible by Tia employees wherever they are – in a secure way.

Infrastructure is outsourced to Fujitsu for the Danish offices and to Bluebridge for the Lithuanian office. The infrastructure is synchronised, so that access and security is seamless across these locations. This gives us a very robust setup from a business continuity perspective. South African infrastructure is provided by local providers, but

more than 90% of our employees work permanently on customer locations and follow their business continuity plans.

All business-critical software and tools in Tia are either outsourced or consumed as “Software-as-a-Service” i.e. Office365, financial systems, case management systems and such.

All development is done on infrastructure and platforms that are either AWS, Azure or Oracle cloud based, depending on the solutions areas, with built in backup-restore and availability KPIs

1.3 Projects and ongoing customer commitments

Tia has, at any given time, several customer projects in execution. Environments supporting these projects are always run in the cloud (typically Oracle cloud) if they are under Tia responsibility. In other cases, it is up to the customer to secure backup/restore and disaster recovery.

For customers where Tia provides Application Management, Tia uses cloud-based software and tools to provide these services, interact and document the processes. In most of these cases the customers are responsible for the infrastructure where the Tia solutions are running.

For Tia Cloud customers, Tia is based on Oracle, AWS and/or Azure cloud services for all customer environments, with defined KPIs in back-to-back agreements.

All projects, AM and other services do not require physical access to Tia premises and can be provided remotely from, for example, a home office

If you have any questions about the current working set up of Tia during this Covid-19 situation, then please don't hesitate to get in contact