ZYCUS

AI POWERED GLOBAL SOURCE-TO-PAY SOFTWARE SOLUTIONS

COVID-19:

Zycus' Business Continuity Commitment

Zycus' Preparedness, Action and Response

With growing concerns associated with novel COVID-19, Zycus wants to assure all our customers, partners, suppliers, and employees that we have taken adequate steps to ensure continuity of our business and services. Our customers can expect high quality, reliable products, and services from Zycus without any disruption to the performance or without interruption to services.

Zycus has formulated and implemented comprehensive security measures and safety precautions to protect our employees, customers, and supply partners. We have activated our Business Continuity Plan, and under the plan's guidelines, Zycus is taking all necessary actions. This plan will protect critical business processes from the effects of significant incidents and effectively manage it to ensure a speedy return to a regular business if an event does occur.

Service and Support Continuity

Zycus assures all our current and potential customers that we are well prepared, and COVID-19 does not impact our ability to service our clients in any way. Our delivery and support teams are well equipped to work and support customers. We have established lines of communication to inform customers of any changes in this regard. We have Operational (for current customers), Roadmap (for supporting new implementations), and Support Services plans in place to ensure continuous delivery of Zycus' solutions without interruption.

- Zycus has instructed all customer-facing teams to avoid any travel through mid-April and moved meetings, training, etc. to virtual formats.

- For customer-facing teams and international calling, Zycus has provided communication provisions (telephony equipment, VOIP-based calling, WebEx's "Call Me" feature, etc.) to ensure all personnel has connectivity.

All our employees are trained to use collaboration tools such as Skype, Microsoft Teams, WebEx, etc. from their home systems. Zycus IT Team periodically releases How-To Documentation, including User-Guides and Instructional Videos of the above mentioned communication channels.

IT Support Infrastructure for Ongoing Operations & Solutions Delivery

Zycus is a customer-oriented organization, and we are sensitive to the impact that any such event would have on its client's business and commitments. To ensure continuous delivery of services or products without interruption, Zycus has a comprehensive Business Continuity Plan, and we conduct mock drills every year to ensure that critical operations continue to be available. As part of the Internal Audit Plan for 2019-2020, Zycus has executed a mock exercise of the Business Continuity plan successfully as per the annual schedule. Our BCP / DR drill includes multiple levels of disaster recovery test, from simple IT issues to catastrophic disasters like Zycus' infrastructure failure, discontinuity of critical services and support, etc.

The summary of the main results of the internal Annual Audit Plan and mock drill is given below:

- Zycus' IT team proactively conducted a simulated training to confirm Zycus has adequate infrastructure, and employees can work from home so that in the event of a lockdown, Zycus can continue with its operations and services to customers from home.
- As part of the drill, we have ensured that 24x7 Critical Support Teams are having the best of the infrastructure at home, so that customer support is not impacted in case of a lockdown.
- IT successfully tested and confirmed that Zycus' upgraded infrastructure could accommodate bulk VPN usage / WFH traffic.
- Zycus conducted a company-wide Work-From-Home Drill to test its infrastructure. All employees were able to connect through a secured VPN to Zycus' internal network and carry out their regular tasks with ease.
- Zycus has Multi-Factor Authentication(MFA) for VPN WFH to ensure security is not compromised. The same was confirmed to be functional during the mock drill.
- As part of the mock drill, Zycus executed the following essential tasks successfully:
    - All employees were able to connect through VPN and execute their Routine System Operating Procedures (SOP).
    - We tested the following scenarios for all customer-facing teams:
        - Logging into WebEx meetings
        - Accessing Products through VPN
        - Accessing internal shared drives and SharePoint through VPN
        - Product Configurations
        - Product Showcase/Demos
    - We also successfully performed peak-load testing by doing WebEx video conferencing across the organization to test end user and organization bandwidth performance.
- Zycus successfully conducted our routine Disaster Recovery Mock Drill for our Cloud Operations & did extensive Disaster Recovery Testing of all Global Production Sites with positive results.
- Alternate secured-VPN Zycus Cloud Connectivity to Production sites are functional to serve as a back-up in case of failure of the original site in Mumbai, India.

Workplace and Employee Well-Being Management

To tackle the immediate challenge of out-break of novel COVID-19, Zycus has taken the following steps to ensure employee safety and workplace management:

- Zycus has directed all employees to refer to & familiarize themselves with advisories from the Indian Government, US Centers for Disease Control & Prevention, European Union, etc. for COVID - 19 Preparedness.

- We have implemented internal safety protocols as per Government regulations and guidelines.

- As directed, we have implemented a sweeping international travel ban, putting a moratorium on all official travel outside India until 15th April 2020 (at the earliest). Zycus can extend this guideline as the situation develops.

- Zycus has already started Working-From-Home with a mix of essential staff coming to the office, with majority of personnel Working-From-Home. During the recent WFH drill, Zycus has ensured that all departments follow Standard Operating Procedures while working from home. As the epidemic progresses, we could gradually ramp up to a complete lockdown, with all employees working remotely.

- Minimum staffing of IT, Admin & Support functions are available to execute building & office operations. We have also provisioned for extended stays for minimum staff, including all food, stay, and other amenities.

  - Critical Support Functions will work from the office to monitor Operations.

  - Critical Cloud Operations Teams will have lean Backup team members in office in case of service disruptions.

- Zycus has internally identified Single Points of Contact (SPOCs) from every team for facilitating Communication, Action Planning & Execution, across the employee base.

- We have reviewed Business Continuity Plans & current levels of epidemic preparedness for all our IT Services and Infrastructure providers.

Emergency and Crisis Management

Zycus has well-defined structures to plan for a response to a potential incident at any of our office locations. Two teams handle the situation on the ground in the event of an emergency. The Crisis Management Team (CMT), which provides general support, reassures customers, and is composed of upper-level managers at Zycus. The CMT is backed up by Support Teams, who are responsible for the resources and tasks integral to running the specific operational area.

In the event of an emergency, our priority activities include the following:

- Continuity and availability of all data and systems for operational customers

- Resolution of high priority incident tickets for business sustenance

- Product development and new customer implementation

For more information and further queries, please write an email to ist@zycus.com (Information Security Team) and we will get back to you.

About Us

Zycus is a leading global provider of A.I. powered Source-to-Pay suite of procurement performance solutions. Our comprehensive product portfolio includes applications for both the strategic and the operational aspects of procurement- eProcurement, eInvoicing, Spend Analysis, eSourcing, Contract Management, Supplier Management, Financial Savings Management, Project Management, Request Management, and Merlin A.I. Suite.

The Merlin A.I. Suite is a unique platform consisting of pre-packaged intelligent BOTs to automate run-of-the-mill procurement and A.P. tasks with smart, predictive suggestions. It enables teams to improve productivity through optimal efforts, enhance accuracy with minimal human intervention, and focus on strategic activities. Driven by Artificial Intelligence, Zycus' Merlin A.I. BOTs introduce cutting edge technologies in procurement operations, making it truly autonomous and cognitive.
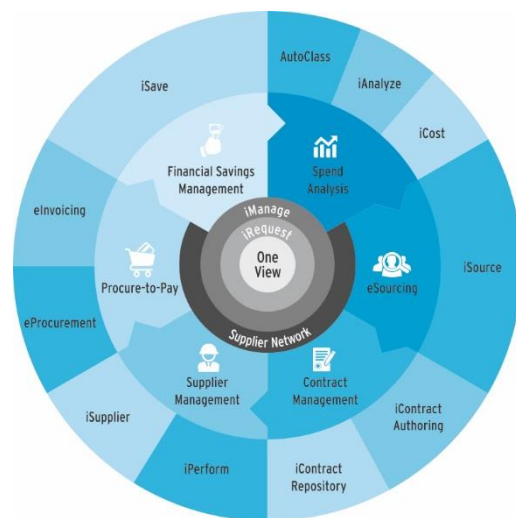
USA	:	**Princeton:** 103 Carnegie Center, Suite 321, Princeton, New Jersey,United States, 08540 | Ph: 609-799-5664
		Chicago: 5600 N River Road, Suite 800 Rosemont, IL 60018 Ph: 847-993-3180
		Atlanta: 555 North Point Center East; 4th Floor, Alpharetta, GA 30022 Ph: 678-366-5000
UK	:	**London:** Kajaine House, 57-67 High Street, Edgware, Middlesex HA8 7DD,United Kingdom Ph: +44(0)1189-637-493
NETHERLANDS	:	**Amsterdam:** Zycus Infotech Netherlands B.V, REGUS, Herengracht 282, 1016BX Amsterdam, The Netherlands
ASIA	:	**Mumbai:** Plot No. GJ-07, Seepz++, Seepz SEZ, Andheri (East), Mumbai - 400 096 Ph: +91-22-66407676
		Pune: Pride Purple Accord, 1st Floor, Above Vijay Sales, Next to Hotel Mahableshwar,Baner Road, Pune - 411045 Ph: +91-22-66407676
		Bangalore: SEZ UNIT, 6th Floor, Garnet Building, Bagmane Developers Pvt Ltd SEZ II, Bagmane World technology Centre SEZ, Mahadevapura,Outer ring Road, KR Puram Hobli, Bengaluru (Bangalore) Urban, Karnataka, 560048 Ph: +91- 80-6179 0400
AUSTRALIA	:	**Melbourne:** Level 9, 440 Collins Street, Melbourne VIC 3000
MIDDLE EAST	:	**Dubai:** Unit EX – 20 , Building No 12, Dubai Internet City, Dubai , UAE, PO BOX No. 73000
SOUTH EAST	:	**Singapore:** 101 Cecil Street, #20-11, Tong ENG Building - 069533