



Celonis Inc.
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USA

A Letter to Our Customers

Steps we are taking to ensure business continuity and ongoing support

- COVID-19 Response Management Taskforce is a dedicated internal team working to review the latest developments to appropriately reflect and address the current state of the COVID-19 situation.
- Celonis Business Continuity Plan ensures that your account manager, customer success team, and support teams continue to be available, despite the challenges brought by the external market situation. If you use the Intelligent Business Cloud, you can use the “Life Saver” button for how-to product guidance, aided by an intelligent search that surfaces the most helpful and relevant content. If you are still using Celonis Process Mining 4 and need assistance, please use the Help Center function. If you get stuck or run into a technical issue, our Customer Support team is available via servicedesk@celonis.de.
- New protocols for employee business travel include suspending all international travel and seriously restricted domestic business travel. The latter particularly affects travel for in-person customer visits, with the guidance that all business and customer meetings should be done as virtual meetings via call/video-conference/Zoom.
- Mandated work-from-home policy ensures that all teams have the necessary tools at hand to continue providing the great service. This includes using video-conferencing and virtual meetings to ensure business continuity for our customers and teams. We are encouraging our employees to be mindful of their health, and embrace the advice by the health authorities to help to slow down the further spreading of the Coronavirus.
- [Celosphere Live](#) virtual event replaces our annual user conference Celosphere 2020 in April, while postponing the physical event to autumn.