

Navigating Turbulent Waters – a Message from our CEO

Dear Magnitude Customers, Partners and Friends,

Though we have all been inundated in the past few weeks regarding our rapidly changing and challenging lives, I am compelled to reach out to you to thank you for the trust you have placed in Magnitude Software as your technology partner in application data management, and for the respect and consideration so many of you have extended to our team during this unusual time. I also want to share what we are doing in light of these dynamic times.

We Are Here for You

First and foremost, our commitment to you remains unaffected. We have a globally distributed workforce, many of whom were already working remotely. All others are now enabled to work from home as well. Those on the front lines are continuing to serve customers daily through the variety of digital channels available. We are confident our teams have what they need to be fully accessible and productive without business interruption.

Helping Our Customers

We have seen an increased demand in customers requesting special reports or assistance in addressing special circumstances like stressed supply chains or Human Resource matters. We have allocated additional expert resources to ensure we respond to your requests in an expedited fashion to help you run your business.

Communication is Key

Though we have postponed onsite meetings and conferences for health and safety reasons, our communications and engagement will continue at normal levels through virtual meetings, informational webinars, product tutorials/demos, and training sessions. Our usual services and support channels remain unchanged.

At Magnitude, we believe in the power of data: to help you serve your customers and employees, to ensure you have the most current and accurate insights on the state of your business and to empower informed actions that are needed in an increasingly volatile business environment. Navigating this environment means establishing new ways of conducting business while delivering the outcomes we all expect.

On behalf of everyone at Magnitude Software, please know we are fully committed to your success now and always.

Sincerely,

Chris
S. Christopher Ney
Chairman & CEO
Magnitude Software, Inc.