

Our response to COVID-19

To all of our valued customers, we understand that some people will be self quarantining and avoiding the general public during this period of time. For us it will be business as usual, with a twist.

From the COB on Friday all of our staff will be operating from their own homes. We will have access to all of our business line applications as they are cloud hosted.

This also means that site visits will be limited to emergency/critical work.

Our staff for any onsite visits will ensure they up-hold a high standard of hygiene by:

- Using anti-bacterial wipes on all touch points
- Disposable gloves where needed
- Avoiding shaking of hands or physical contact with your staff

This is in the interests of health & safety of ourselves and our customers, we feel this is important where possible to do our part in preventing the spread of this pandemic.

All of our contact details remain the same and we will still be able to put you in touch with the relevant staff where needed.

Hardware Purchases and Deliveries

During this time Neveco will be requiring payment of all purchases upfront before order is made. As our office will not be manned all deliveries will be drop shipped to your site.

This decision has come about due to the unknown impact that this pandemic will have for the economy. As you would appreciate we as a business are mitigating any unnecessary exposure during this time.

Delivery of hardware maybe extended due to the impact on the supply chain. Computer systems are in short supply, systems are being purchased from distributors quickly. Supply of some items is expected to be 6-8 weeks. We will endeavour to keep customers informed on expected timelines

Are you sending your staff home and don't have a VPN?

Neveco will be able to provide a remote access service to you that will allow you and your staff connect to their desktops at work remotely and securely, more easily.

The remote software creates a secure, proxied connection between your endpoint (desktop or laptop) and the target (computer in office) and also provides two-factor authentication (a prompt on your phone to approve each time you login). There is also tracking of user, connection time and origination IP address. And you can print over the link and even map drives.

If you are interested in this option please give us a call! A setup fee will apply but the service will be free for the duration of the pandemic.

What to know more about Remote Access service?

Fill out our form