

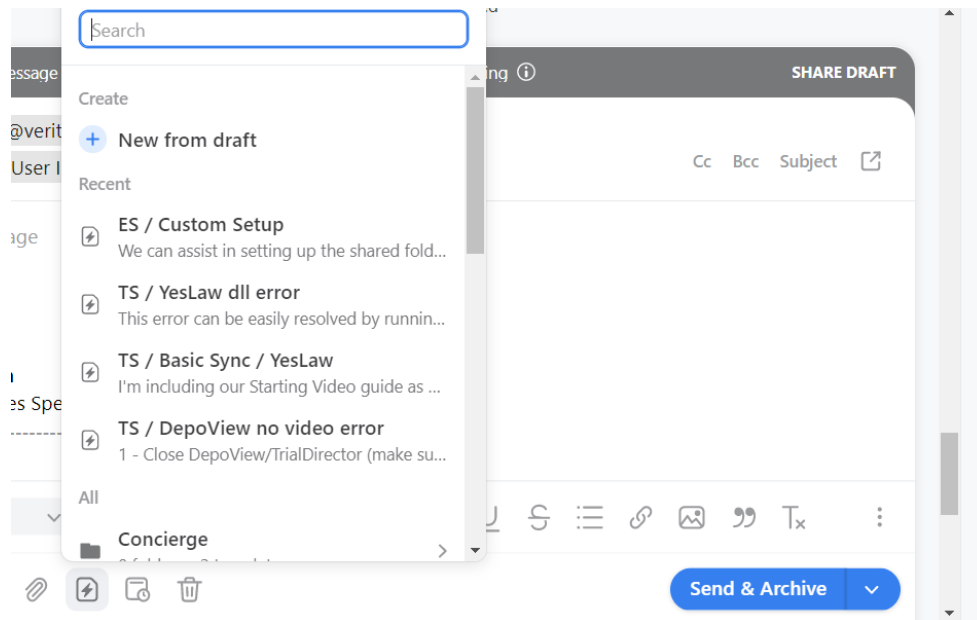


Egnyte System Down and Unstable Outage SOP
Veritext Procedure Document
Effective: TBD

OVERVIEW: To define, outline, and execute a cohesive plan to implement in the case of an Egnyte Outage.

TEAM: Tech Services, Partner Engagement, Video Client Services, Client Services, Remote Counsel, etc.

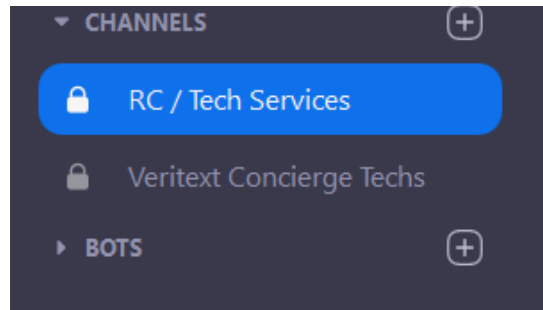
In the case of an Egnyte Outage please use the **[insert template name here]** template found in Front to inform clients of the down status:



- Offer workarounds that have been tested and proven such as screen-sharing the exhibits or sharing the file by other means such as Standard Email, Google Drive, Dropbox, etc.
- Check in with Leadership if the known resolutions no longer work

- Be sure to update the team in the Chat, for any sudden changes that impact the known information around the outage

Be proactive and inform Remote Counsel and the Concierge Techs about the known impact of the outage and workarounds:



Once the outage is resolved and the site is stable, please use the *[insert template name here]* found in Front to follow up with affected clients:



For any additional questions or inquiries, please refer to your Leads or email email@veritext.com

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