



New England Municipal Resource Center, Ltd

Dear NEMRC client,

As the COVID-19 outbreak continues to impact people in the United States and our region, many municipalities are building out their emergency management plans. These plans may include the need to work remotely and NEMRC is here to assist you with NEMRC Cloud Services. This service can allow you to perform vital functions remotely from any PC with a high speed internet connection.

Clients with NEMRC Disaster Recovery Agreements (DRA) are well situated to move to NEMRC Cloud Services. For those modules covered by NEMRC DRA we will waive the setup fee to move to the cloud during this outbreak. You will only be responsible for the \$10/user/month hosting fee. Most of our clients fall into one of the following categories:

1. Currently have DRA that covers NEMRC and MSOL CAMA software.
 - We will move your data to the cloud and waive the setup charge.
2. Currently have DRA that covers NEMRC software IE: Town Clerk software, accounting software, but it does not include MSOL CAMA software.
 - We will move your data included in DRA and waive the setup fee.
 - MSOL CAMA data will be moved with a setup fee.
3. Do not currently have a DRA.
 - If you choose to enroll now we will waive the cloud setup charge.

We have increased our cloud capacity to allow for a surge in users and will be assisting clients on a first come, first serve basis. It is important to note that this can be a temporary solution and we can move your data back to your local environment upon request.

Adjusting to remote work can be challenging and we are here to provide the support and information you need to help meet this challenge. We are committed to helping you perform your vital functions moving forward. Should you have any questions or concerns please contact us at 1-800-387-1110 or support@nemrc.com.

Sincerely,

Adam Saunders

NEMRC

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