

Covid-19 Computing Center Status Update

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The events of the past week have affected every business, organization, and person. Nothing has been unaffected. A long-time friend contacted us Wednesday evening and during the conversation, we talked about what the Covid-19 pandemic would have been like before the Internet; say 25 years ago. We would have been getting the news from the newspaper, listening to the radio, and from mostly broadcast TV and the fledgling cable news channels. The shutdown of non-essential businesses would have been essentially 100%. No remote computing, little or no email, and only a very few people being able to work from home. We would have hunkered down and sat. Maybe it would have been simpler.

As of this writing 100% of non-essential employees can no longer report to work.

Because of what The Computing Center does in supporting essential businesses in our community, we are allowed to maintain in-house operations. Some of the essential local organizations we directly are supporting include:

- Healthcare organizations, hospitals, and physicians' offices
- Financial institutions including banks, credit unions, and insurance companies
- Accountants offices
- Animal shelters
- Human Services organizations
- County and other government offices
- Tompkins International Airport
- Logistics companies

To be clear, we are doing this with virtually our entire staff operating remotely. Only a small skeleton group that handles product logistics and in-house repair are reporting to work.

Of course our first priority is keeping our staff safe. We're happy to report that all are safe and healthy.

- Our entire engineering staff is working remotely.
- Our technicians are working remotely and coordinating with engineers as necessary.
- We are able to do in-house repairs of computers and printers for essential services clients. We're doing this by bringing in techs in-house only as absolutely necessary.
- We have printer consumables (inks and toners) in stock and can deliver them locally to essential services companies and their remote staff homes. We use our own logistics people and drop shipments to do so.

If you are an essential services organization and need additional support we have

trained resources available:

- Remote equipment setup, management & security
- Provide additional remote licensing as necessary
- Technical support personnel – working remotely with your technical staff.
- We can supplement or be your technical support staff.
- Coordinate product and printer consumables delivery and logistics
- Provide Repair Services
- Onsite work – this will need to be carefully coordinated.

If you are a non-essential organization or an individual:

- We can dropship consumables to you.
- Assist you remotely as time and our capacity allows

Call us: 607-257-3524 8am to 5pm M-F. Outside of regular hours call:
607-279-5528 Mary Stazi, Computing Center's CEO
607-592-2449 Computing Center's Service and Support Coordinator.

We'll figure out the best way to meet your needs. Email works too: service@compcenter.com

We are here to help you!

Stay Safe! We WILL get through this.