



## **BlueJeans COVID-19 Business Continuity Plans**

We understand that with the spread of the novel coronavirus (COVID-19) both current and potential customers of BlueJeans have many questions as they consider their own Business Continuity plans and other approaches to the situation. We are here to help. As our customers across the globe are exercising caution, including having their employees reduce travel and/or work from home, BlueJeans teams are working around the clock to help customers with their business continuity and employee enablement planning, while at the same time broadening our own plans to help ensure your success.

Below you will find a high-level overview of both what we are seeing across regions, and a summary of what we are doing to monitor and support both increased traffic and rapid deployment efforts.

### **Trends**

More and more organizations and enterprises around the world are responding to the novel coronavirus by instituting travel restrictions as well as work from home policies. We are seeing these trends drive increased usage of the BlueJeans service. For example,

- In February alone we saw a **global increase in meeting minutes by 20%**.
  - In **China** we saw a 300% growth in utilization.
  - In **Asia regions** outside China, traffic increased by **180%**.

Growth within **individual enterprises** has varied, as companies and organizations are in various stages of executing their business continuity plans. Select enterprises have seen as much as a 50% growth in meeting minutes over the past month.

### **BlueJeans Preparedness Efforts**

#### **Proactive Risk Assessment: Forecasting and Trend Analysis**

- BlueJeans has a **dedicated team of engineers** focused on monitoring traffic patterns and system performance in real-time.
- Our engineers continue to **evaluate usage patterns** over time, in parallel with CDC reports on the **rate of transmission**, in order to **forecast growth** and anticipate capacity needs by region.
- We have **increased capacity** at regular intervals to stay ahead of anticipated growth, with additional capacity built-in as a buffer for unanticipated surges. Over the last weeks

of February through the first week of March, we have increased port capacity in the following regions by the amounts noted:

- APAC: 100%
  - China Premium Access: 500%
  - Worldwide: 30%.
- Our engineering teams have **accelerated readiness plans** in place, enabling us to **increase capacity** as needed for **customer deployments** with as little as 24-48 hours' notice.
- We have also **optimized and reduced bandwidth utilization requirements** for desktop endpoints, to ensure consistent performance for those working from home with negligible loss of video quality.

## Continuous Monitoring and Response

- BlueJeans Engineering **receives automatic threshold alerts** at various stages of capacity and maintains constant vigilance and rapid response measures to reallocate resources and increase capacity as needed.
- Our software **automatically load balances** across regions on a real-time basis, consistently optimizing capacity across all Points of Presence (POPs).
- BlueJeans has built a fully **redundant network infrastructure** to support our global cloud service. The service is hosted in multiple top tier co-location data centers around the world.
- BlueJeans has **twelve POPs distributed globally**. The voice and video media will be automatically directed to the closest POP to the endpoint or media egress point. Audio/video traffic will be routed to any of our tier 1 data centers in US, EU, Australia or Asia based on geographic location.
- **Traffic Monitoring and Growth:** We have a hybrid cloud infrastructure with our own datacenters, as well as AWS and Azure (for the BlueJeans Gateway for Microsoft Teams). Our base capacity is in our data centers with the capability to flow excess traffic to AWS. We can grow our AWS deployment in an elastic manner with rapid turnaround times.

## Real-Time Technical Support

BlueJeans business continuity efforts leverage the existing Support plan.

- **24/7 Multi-lingual Support:** All users have access to a team of Blue Jeans Support experts 24/7. Our ticketing and Support Team support multiple languages, including Arabic, Chinese, French, German, Italian, Japanese, Korean, Portuguese, Russian, and Spanish.
  - **Web:** Use the web form on this page to submit a new case.
  - **Chat:** Use the chat icon at the bottom of the web page to start a live chat with our Support Team.
  - **Phone:** Contact BlueJeans Support by Phone
    - US, Canada and accessible worldwide: +1 (408) 791-2830

- UK: +44 (0) 800 014 8214
- France: +33 970019066
- Germany: 0800-183-0764
- Australia: +61 280363149 (Option 2)
- Singapore: +65 31587560 (Option 2)
- **Fast-Track Escalation:** Should you need to escalate a critical issue or feel that your Support Case is not being addressed appropriately, our Support Leadership Team is here to help. Simply call +1 (209) 353-0502, leave a detailed voicemail, and a manager will return your call within one hour to help resolve your issue. Please provide the following information in your voicemail:
  - Original Case Number
  - Your Name
  - Company Name
  - Phone Number
  - Brief Description of your issue
- **Case Volume:** We hold ourselves to the highest standard in providing world class support, including effortless access to resources, a globally distributed customer service team, and round the clock support with a committed one-hour time to resolution. Our team is fully staffed and trained to effectively navigate incident management and response, including contingencies for increased call volume and user education.
- **User Training:** Administrators and end users can access our self-paced guided learning videos anytime at <https://support.bluejeans.com/s/training>.

## Partnering for Success: An Aligned Approach to Business Continuity

As our customers and potential customers look to adopt policies in connection with novel coronavirus, BlueJeans is here to help support those efforts. Collaboration in this endeavor is the best path to success and will allow us to be even better prepared with respect to capacity and other aspects of customer implementation efforts. BlueJeans customers are encouraged to contact their BlueJeans Customer Success Manager, or submit a ticket online, so we can best support you as you plan to implement policies, by sharing with us your thinking on the following planning items:

- Summary of general plans
- Impacted headcount
- Locations of remote employees
- Any new IP ranges you are adding, or general changes we should expect
- Will users be connecting via VPN, and is your VPN configured for split tunneling
- BlueJeans usage increase anticipated (if identifiable)

We know that in a crisis like the novel coronavirus outbreak, business continuity planning, employee enablement and implementation considerations can raise many questions. We are here to help. Contact your BlueJeans Customer Success Manager or [BlueJeans Support](#) anytime, 24/7, and let us know how we can be of service.