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HYBRID SOFTWARE PROMISES UNINTERRUPTED SERVICE TO ITS CUSTOMERS, INCLUDING FREE, TEMPORARY SOFTWARE LICENSES FOR THOSE WORKING AT HOME

(Gent, Belgium) In light of the unprecedented global interruption to everyone's daily lives, HYBRID Software has announced that while its priority is the safety of its community, staff will continue to be available for consultation. Also, in an attempt to prevent an interruption in its customers' production, HYBRID Software is making available free temporary software licenses to any customer under maintenance who will be working from home.

"In my 45 years in the graphic arts industry, I have never been confronted with a crisis that emerged and escalated as quickly as the COVID-19 pandemic," comments Guido Van der Schueren, Chairman, HYBRID Software. "In the spirit of partnership, HYBRID Software has reached out to all of its customers to explain our response to the crisis and how we will help our customers respond to this challenge."

HYBRID Software's action plan has a number of objectives. Of primary concern is the health and safety the company's customers, employees, and partners—which includes acting responsibly and in compliance with all government guidelines to mitigate the spread of COVID-19. Although most HYBRID Software employees could be working from home for the next few weeks—in compliance with official guidelines that have been issued in many countries—HYBRID Software intends to ensure business continuity for its customers by providing uninterrupted support and additional assistance; and to continue its development of innovative labels & packaging software solutions without interruption. HYBRID's cloud-based infrastructure has always been designed to support its distributed global workforce—whether they working remotely or from the office. Customers should not experience any change to HYBRID's response to support and licensing requests.

Office voicemails are being monitored, and customers are free to contact any HYBRID Software employee directly by mobile phone. Because customer visits for installations and demonstrations will be more difficult with travel restrictions in place, HYBRID Software will contact all customers with scheduled appointments to reconfirm plans or make alternative arrangements for remote installation and training.

Grateful for a flexible software platform that can be operated from home

HYBRID Software understands that COVID-19 presents challenges to its customers' businesses. Therefore, because just about any HYBRID Software product can be used at home and seamlessly connected to the office, HYBRID Software is happy to offer temporary licenses for PACKZ or CLOUDFLOW, for the duration of the crisis at no cost to its customers. If any customer employees are working from home and need a license, they should reach out to the HYBRID Software sales or service teams.

"If HYBRID can do anything else to lessen the impact of COVID-19, I welcome customers to contact me at any time," comments Van der Schueren "Together we will weather the storm and return to business as usual, as quickly as possible."

END

ABOUT HYBRID SOFTWARE

With offices in Belgium, Germany, Italy and the US plus a global partner network, HYBRID Software is a software development company focused on innovative productivity tools for the graphic arts industry. HYBRID Software's CLOUDFLOW workflow, PACKZ editor and integration products offer a unique set of advantages that include native PDF workflows, vendor-independent solutions based on industry standards, scalable technology and low cost of ownership. These products are used by hundreds of customers worldwide in all areas of pre-press and print, including labels and packaging, folding cartons, corrugated, wide format and digital printing.

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