

OLI is here to support you during this extraordinary situation triggered by the COVID-19 pandemic



We hope that all of our clients are able to stay safe and healthy during these challenging times. OLI leadership has taken this situation seriously. We rapidly implemented several measures to safeguard the health and well-being of not only our employees but also our clients. Our entire organization transitioned to remote working at the beginning of March and all our client engagements since this time have been conducted virtually. In addition, many OLI colleagues have been actively engaged in supporting their local communities.

We recognize the substantial disruption to the business environment and recognize this situation is unprecedented. OLI does not take lightly the confidence and trust that our clients have placed in us over our 48-year history. We will remain your trusted partner and solutions provider for electrolyte-based process modeling and simulation. Our product development teams continue work at full capacity and are pushing forward towards a release later this year that we believe will be our most significant ever.

We are implementing several steps to help our clients ensure business continuity, enhance user productivity and develop technical competencies during this period.

- Complimentary remote access for OLI software under contract until at least June 30th, 2020
- Online sessions led by OLI scientists, application engineers and consultants
 - “Conversations with OLI Experts” series on the science of electrolytes
 - “Online Coffee Chat” sessions for OLI clients to engage with industry peers
 - Online technical webinars and virtual training sessions on modeling and simulation
 - Web portal for clients to track and manage technical support needs (beta testing underway)
- Our industry-leading technical content of white papers, presentations, on-demand webinars and training sessions are available on our website. We will also be adding new content regularly during the next several weeks.
- Our proven remote and online engagement tools for technical support, training and education will continue to be available to help you with your simulation questions

Please contact us at sales@olisystems.com, visit www.olisystems.com or reach out to your OLI account manager to discuss how you can take advantage of any of these capabilities.

Thank you for your business. We are determined to continue to find ways to help our clients remain productive during this difficult time and look forward to engaging with you in the days and weeks ahead.

We are confident that, working together, we can successfully navigate the current situation. If you have any questions, feel free to reach out to me directly anytime at andy.rafal@olisystems.com.

Yours Truly,

Andy Rafal