



COVID-19: Recap of CODY's Response & Customer Service Action Plan

To our Law Enforcement and Public Safety users:

During this time of uncertainty, please be assured that 'the light is always on at CODY'...even as we all try to adapt to the 'new normal'. As our nation's first responders, *supporting you is our utmost concern* and we wanted to outline the various ways CODY is here to support you in the midst of this national emergency.

#HealthRisk Notifications for RMS/CAD and COBRA Networks: CODY has quickly adapted both CODY RMS/CAD and COBRA to allow users to flag records with #HealthRisk, create network-wide searches, and get alerts when a record is flagged with this code. *Contact CODY Technical Services to request a training document on how to use this feature.*

No-Cost RMS/CAD License Expansions: CODY is adding Express RMS and CODY Dispatch licenses to any agency who needs additional licenses during this national emergency.

24 x 7 x 365 LIVE Customer Support: Thanks to the Emergency Remote Operations Protocol put in place years ago, your CODY team was able to quickly and seamlessly transition to provide the same level of customer support without interruption.

Remote Training, Implementation, and Go-Lives: The CODY Implementation team has worked with agencies in the middle of their system implementations to keep their projects on-schedule and moving forward. In fact, CODY has supported an agency through our first-ever Agency *Virtual* Go-Live!

Remote Learning Options: CODY will be providing over 20 hours of new instructional videos via the CODY Customer Resource Center to provide additional training resources for our users in light of the necessary cancellation of our annual CONNECT users conference.

Stay Safe & Contact CODY with any questions!