



**LETTER OF ANNOUNCEMENT
EU Hub disruption**

10th March 2020

Dear all,

Due to an issue with Microsoft, we would like to inform that from 13:30 CET up to 16:10 today, the EU Hub experienced some disruptions. The initial root cause analysis tells us that the disk space capacity was overloaded. This subsequently caused the system to slow down and required a restart to correct. As we stand, the EU Hub is up and running and is now recuperating as it restores to its full capacity.

We are working closely with our supplier SolidSoft Reply and Microsoft to implement preventive measures to avoid future occurrences.

In the event of any questions or uncertainty, please do not hesitate to contact our Helpdesk:

Tel. Helpdesk: **+32 (0)2 657 00 08**

E-Mail: helpdesk@emvo-medicines.eu

EMVO Team

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