

1 June 2020

Dear Friends, Colleagues, and Partners

I would like to start this message by acknowledging the frontline workers who continue to sacrifice so much in the fight against COVID-19. These have been unprecedented times for all of us, but I am particularly aware of the dedication and resilience you have consistently brought to your duties, and for that I offer my deepest thanks.

Over the last few weeks, I have been relieved to see that the number of new confirmed cases has started to decline in various regions although that is not the case across all countries. I know that for many of us, the hope is to get back to normal as soon as possible, but I don't believe that 'normal' will ever mean the same again. And nor should it.

The health care industry, along with many other sectors, has had to change irrevocably since COVID-19 began making its way around the world. We have had to adapt – in many ways for the better – and I am inspired by the speed, agility, and conscientiousness shown by our colleagues and partners during this time.

In recent months, I have been lucky enough to hear from a number of customers regarding their approach to managing the pandemic – specifically with our solutions. I have been heartened by the insights they've shared, and I believe that the topics discussed are extremely pertinent to the future of our industry, and I hope you will get as much out of it as I have.

As always, I hope that you and your loved ones are staying safe and well, and I look forward to updating you with our latest developments in due course.

Yours sincerely



Toshio Takiguchi

President and CEO