



Dear Valued Customers,

The impact of COVID-19 on the way we live, learn and work is evolving daily. I've personally been truly inspired by the heroic actions of you, our clients, to help save the school year and provide continuity of learning – it's amazing what is possible when we all work together.

Today I wanted to share a few updates from the top 3 pillars of our COVID-19 response strategy – related to supporting the health and safety of our people, verifying the reliability of our supply chain and business continuity, and helping others.

Here are just a few of the **steps that we've taken at D2L to help ensure that we can support you** during this time:

- All D2Lers have settled into working from home to be safe and available to support you. For the last month we have been running daily COVID-19 stand-ups with our leadership to tackle priorities and speed up decisions. I'm very proud of how D2Lers have come together to support each other and to be in close collaboration with our clients – especially as almost everyone has now moved to a fully online model.
- We have created a Quick Start Care Package that has drastically cut our implementation timelines – new product sites that would have taken weeks in the past are now live in less than 3 hours, with the average now sitting at 61 minutes from start to finish. Teams of D2Lers came together across the company to fully automate our implementations to help new clients get started faster than we ever imagined possible, and to help our existing clients grow.
- We have the necessary scalability to move to support this transition of millions more learners to fully online. D2L has the most modern cloud platform with the best uptime in our industry (>99.99%)—all backed by our talented cloud engineers and AWS.
- Working with all our supply chain partners, we have made sure that capacity is available as we scale up. We reviewed all components for risk and adjusted monitoring thresholds to make sure quick notifications are delivered. Auto-scaling was added to ease the burden on people to respond. Playbooks and scripts were prepared to help with expected cases, and we've tested our readiness.

Supporting our clients through this transition is top of mind for us. **Here are some resources to help you:**

- D2L is offering a [free course](#) that weaves together the scientific, social, and economic perspectives of the current COVID-19 global pandemic. By providing research-based information, the course helps learners and educators understand the global pandemic, its risks, and how to effectively manage them.
- Our team is creating sharing [resources](#) on the Brightspace Community to help as much as possible, including:
 - [Contingency Planning Information](#)
 - [Moving from Face-to-Face to Online Learning](#)
 - [Adding Content to Brightspace](#)
 - [Creating More Engaging Content Online](#)
- My [blog post](#), outlining that as part of our commitment to your learning continuity we are supporting your transition from a classroom usage model to online usage model at no additional cost through to July 1st, 2020. Plus, we have made this even easier with increasing the video storage for Video Note to now 30 minutes per session and providing full closed captioning for free. And we are integrating a number of new partners to support things such as [MS Teams](#), plagiarism detection and prevention, AI proctoring, and the ability to transition high stakes face-to-face exams to fully online.

Please reach out to us if you need any support. We want to make sure that no learner falls behind – and that during this period of self-isolation and quarantines – educators and learners have access to the tools they need to continue learning.

Sincerely,

John Baker