



LETTER OF ANNOUNCEMENT
Improving EMVO's communication channels

2nd September 2020

As you are aware, the EU Hub experienced service degradation and was temporarily disrupted in April. While we made every effort to minimise the impact on OBPs and rectify the situation as quickly as possible, we acknowledge that we could have improved our communication by providing more frequent status updates. Therefore, based on the lessons learnt during this outage, EMVO has developed a cross-departmental strategy to ensure that the relevant information is provided to all OBPs and Stakeholders promptly.

We have created a Communication Matrix to streamline our internal workflows to allow the right teams to react to future outages accordingly. This new process is already in place and will evolve to meet the needs of the EMVS community. You will also be able to provide feedback, via the forms embedded in our interactive Letter of Announcements, which will help us further refine the process.

EMVO intends on rolling out this new communication plan across other areas where you receive communication from us such as EU Hub maintenance updates, IOT developments and other noteworthy interactions.

We encourage you to share this announcement with anyone that you feel will benefit from this information.

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

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EMVO Team

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EMVO_LoA_0148