



Covid-19

Essential Business Statement

Based on the State of Wisconsin Emergency Order #12 / Safer At Home Order whereas PCI Data Systems Inc provides Information Technology Support for Agriculture, Manufacturing, local Utilities, and more, our interpretation of the order is that we meet the criteria of an Essential Business.

As an Essential Business, we intend to remain open for the duration of the emergency order.

What does 'remain open' mean?

- Based on demand we will be physically staffing our office, however, to comply with the order, face-to-face contact will be virtually eliminated.
 - Customers needing to drop off or pick up items or equipment will need to arrange this via phone or email ahead of time. A location and time will be determined for the drop-off or pick-up
 - On-site service calls will be assessed on a case-by-case basis
 - Remote service calls will continue to be a very viable option to replace on-site visits and will continue as normal
- After hours / urgent request procedures will remain the same as prior to this emergency order. To reach us after-hours, call our main phone line and follow the prompts for emergency / urgent service. Our system will page a technician to respond per our existing policy
- As the need / demand may change over time, we will continue to assess our policies and adapt as indicated. This may include changes to the office hours as well as our technicians moving to a 'work from home' status as can be accommodated.

How to reach us?

- Call: 920-788-3282
- E-mail: sales@pcidata.com

Hours of operation? [subject to modification]

- Mon – Thursday 8:00 – 5:00
- Friday 8:00 – 1:00