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Good evening,

I wanted to send you an update and apologise for the degradation in service that you have seen over the last two evenings with Show My Homework.

We experienced a second outage tonight (Tues 12th Sept) and have since implemented a number of changes in our operational environment to handle the increased load. The site is now accessible. Some users may still experience reduced performance temporarily.

We are monitoring the situation closely overnight and our Chief Technology Officer will be providing a full postmortem tomorrow so you have visibility into what has happened, and the steps the Engineering Team has taken to resume service back to normal.

We have endeavoured to respond to calls, emails and social media posts to keep your staff, students and parents informed and will continue to do so this evening.

On behalf of the whole team here, I can only apologise for the disruption this has caused you at the beginning of a new year. I know that this does not give new starters a good first impression and it is not the level of service you are accustomed to.

We will do everything we can this term to ensure homework is the least of your problems. Thank you for your ongoing patience and understanding during this busy period. Please do not hesitate to respond to me directly with any questions that you have.

Sincerely,

Danni O'Mahoney
Head of Account Management
Show My Homework, Satchel
www.teamsatchel.com