



SMITTY'S CANADA INC.

#500, 501 – 18TH AVENUE SW
CALGARY, ALBERTA, CANADA T2S 0C7
TEL: (403) 229-3838 FAX: (844) 274-4056 www.smittys.ca

BULLETIN #31/21

DATE: March 1, 2021
TO: All Franchisees and Corporate Managers
FROM: John Arthurs
RE: **SyscoSource Outages**

Hello Everyone,

Sysco will migrate their data centers that control SyscoSource in the coming weeks. This transition will cause two outages:

- Saturday, March 6, 2021 from 5:00am - 11:59pm MST
- Saturday, April 10, 2021 from 5:00am - 11:59pm MST

During these outages you will be unable to place an order using SyscoSource or the Call Center. Please ensure you are adjusting your schedules for this.

For additional information on the outages see the attached SyscoSource Canada Business Technology Customer Communication document.

For those restaurants that have Firewalls requiring specific IP (website) addresses to be identified to allow your computer to access them, please see the attached SyscoSource Data Centre Migration Technical Information for Firewalls document to for access instructions.

Please do not hesitate to contact me directly should you have any questions or concerns at jarthurs@smittys.ca or 403-930-8745.

Yours truly,
SMITTY'S CANADA INC.

A handwritten signature in black ink, appearing to read 'John Arthurs', written over a large, light-colored circular scribble.

John Arthurs
Purchasing Analyst



Sysco Calgary
4639 – 72 Avenue SE
Calgary, AB T2C 4H7

sysco.com

February 26, 2021

To Our Valued Customers,

In support of Sysco's vision to be our customers' most valued and trusted business partner, we are pleased to inform you of an upcoming milestone in improving Sysco Canada's IT infrastructure.

Customer Impact:

Sysco Source, Source Mobile and our Connect customer support centre will be unavailable for placing orders on Saturday, March 6, 2021.

Customer Action Required:

If you are placing an order please complete orders by Friday, March 5th before 11:59pm MST. This will ensure that there will be no disruption to your business.

Background:

Sysco Canada continues to strive for excellence in our Information Technology. Therefore, we will be migrating our servers to a different data centre that provides newer state of the art systems. This aligns Sysco Canada with the Sysco International model of centralized hosting, managing, and maintaining of a more effective IT infrastructure. Which in turn will provide our customers and Sysco business resources improved application performance, enhanced infrastructure stability, proven disaster recovery process, and consistent modernization of hardware and software.

Outage Timing:

Sysco Source, Source Mobile and our Connect customer support centre will be unavailable for customers to place orders on two occasions:

- Saturday, March 6, 2021 from 5:00am - 11:59pm MST
- Saturday, April 10, 2021 from 5:00am - 11:59pm MST

Important Note:

Some customers who use Sysco Source may be required to make changes to their firewalls, both before and after April 10th. See the attached technical document for specifics and please review with your IT departments in preparation for that date.

Sysco's normal weekly system maintenance window continues to be on Saturdays at 4:00pm to 11:59pm MST.

Should you have any immediate questions or concerns please reach out to your Sysco Account Representative.

Sincerely,

Haribaskar Srinivasan
Director, Business Technology
Sysco Canada, Inc.

TECHNICAL INSTRUCTIONS FOR CUSTOMERS WITH FIREWALL OR INTERNET

As part of the migration of Sysco Canada's ERP and ecommerce systems to the Equinix Data Centers, customers who access Sysco ecommerce sites via the internet and have policies or restrictions to specified sites or addresses, will be required to add the new Sysco Source and SyscoPortals.com IP addresses to their list of allowed sites.

THE APPROACH/ACTION REQUIRED:

Before April 10th:

- We recommend customers' technical teams to add the *new addresses* for new ecommerce servers prior to the conversion date of April 10th, and not to remove the existing addresses until after the migration is completed and deemed successful. This approach minimizes the changes made during the migration weekend and provides the ability to roll-back in the unlikely event that this was required.

After April 24th:

- Remove the old addresses after the migration is completed and deemed successful.

Important: New addresses need to be entered prior to Saturday April 10, 2021 and can be added at any time. However, Sysco Canada ecommerce will continue to operate out of the old addresses until the day of the migration, and we recommend that old addresses are left as a backup for a couple weeks.

If customer technical teams require a notification of when changes are completed, we will require a key contact and Sysco BT will be happy to communicate at the end of the migration.

What addresses need to be added?

For customers using Sysco Source please add the following addresses:

69.94.17.83
69.94.18.83
69.94.17.86
69.94.18.86

For Syscoportals.com add the following addresses:

69.94.17.89
69.94.18.89

When can the old addresses be removed?

Customer technical teams will be able to remove the old addresses a couple of weeks after the successful migration. (Sysco's team will provide a notification)

Please confirm the addition of these IP addresses to 179-BTCanadaCMU@corp.sysco.ca

Technical questions can be directed to Hari Srinivasan, Director of Business Technology at Srinivasan.Haribaskar@corp.sysco.ca or (403) 919-7982