

CASE STUDY BANK 34

SEVERE BUILDING DAMAGE
CAUSED BY FIRE

BANK 34



Hours after a sub-tenant's office erupted into flames, Bank 34 VP Laretta Smith huddled with her management team in a corner of their parking lot contemplating their next step. A local community bank in Alamogordo, NM, Bank 34 was unable to service the needs of their loyal customers due to the severe building damage caused by the fire and fire sprinkler systems. Laretta quickly called Agility Recovery who sprang into action to rescue the business.

Bank 34's biggest and most important need was a location to serve their customers. While bank management reviewed the steps of their recovery plan, Laretta and her team were surprised to discover Agility had initiated the transport of a mobile bank office to their parking lot. Over the course of the following two days, Agility's continuity specialists spent hours with Bank 34 staff discussing the steps that would be taking place to ensure the bank's return to operations.

While Agility focused on the power, security and other elements of recovery, Bank 34 was able to arrange drive-thru services with a nearby bank to service their customers the next day. At 8:26 AM on Monday, Bank 34 customers arrived to find a warm greeting from the Bank 34 staff ready to fulfill customer requests and complete transactions. Bank 34 continued to assist their customers in their mobile office while repairs were made to their bank which they re-opened 13 days later.

"If Thursday morning, you would have told me we would be up and operational on Monday morning, I would've called you a liar. No way, not going to happen."

Jake Roberts, IT

"We had no idea things could happen that fast... Chris and Mark on the phone were just a steady voice in our time of need."

Laretta Smith, VP

LOCATION: Alamogordo, NM

EMPLOYEES: 35-50

INDUSTRY: Banking

MEMBERSHIP PACKAGE:
ReadySuite Financial

INTERUPTION: Arson