

CASE STUDY EVANS BANK

OPERATIONS CONTINUE AFTER BANK FIRE



On Sunday, December 28th, 2014, just days before employees of Evans Bank were preparing to ring in the New Year, an electrical fire started at their Lancaster, New York location. The fire, which began in an electrical outlet where the copy machine was plugged in, caused damage so severe that the branch was considered a complete loss at first.

CIO of Evans Bank, Howard Martin, contacted Agility to declare a disaster and discuss the recommended course of action. He found comfort in knowing he had options to present to his team before the deployment of any resources took place. Howard commented that the entire declaration process was a real testament to what Agility provides: "quick answers and quick solutions."

Howard and his team decided to move forward with Agility's ReadySuite Financial package, and received a singlewide mobile office unit, including 2 teller stations, 1 check writing counter, office furniture, a generator, and a 4G LTE solution for internet and telephone connectivity.

In 2009 when Evans Bank first joined Agility, they admitted their main concern was IT and hardware coverage. Originally, the bank did not have all of its branches covered, because they assumed that if something happened, they would simply relocate to another branch. In the midst of the disaster, the branch staff realized just how important it was for them to be able to recover on their own property. They knew the answer wasn't to send customers several miles out of their way to another location, but instead remain where the community needed them.

The fire caused a total of \$500,000 worth of damage. The employees of Evans Bank will remain in the Agility mobile unit for approximately 6 months, while the branch rebuilds.

"All of the cliché sayings you hear about disaster recovery and business continuity planning certainly hold true – it never happens when it's convenient or when the people you planned on being available were available. It played out exactly how everyone tells you it's going to play out."

Howard Martin, CIO, Evans Bank



Evans Bank received an overwhelming response from the community. Their customers were extremely grateful that they were able to recover right on their property.