Insurance and Disaster Recovery Planning
The Perfect Partnership

Bob Boyd – President & CEO
Agility Recovery

For Audio: (1) Listen through PC speakers, OR (2) Dial 914-339-0021 and use access code 623-895-993
Agility Recovery

Agenda

• Why the Insurance Industry needs Disaster Recovery
• Protecting your Agency and Clients
• Being Prepared is the Answer
• When Disaster Strikes – Putting your Plan into Action
• The Agility-Insurance Partnership
• The Agility Solution

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Why the Insurance Industry Needs Disaster Recovery

• Protect your own Business
  • When you’re in the business of helping people through disasters, you need to be fully operational no matter what is going on around you
  • Insurance agencies, more than any other business, have an obligation to their clients to be available when disaster strikes.

• Serve your clients – Value Added Service Offering
  • Insurance alone is not enough to restore business after disaster. By providing preparedness planning and recovery services to your commercial clients, you add value to your relationship and differentiate your agency

• Save on loss ratios
  • Generally, the quicker a business resumes operations, the lower their claims will be on business interruption coverage
Protecting Your Agency & Clients

• There is no such thing as a minor disruption
  • Any event that prevents work from happening can be catastrophic for an insurance agency
  • The median cost of downtime for an SMB (Small & Medium sized Business) is $12,500 day*
  • 40% of businesses that do not open within five days after a disaster close for good*

• Disasters happen everyday
  • 30% of all SMBs have been impacted by a natural disaster**

• Most businesses are not prepared
  • Only 35% of all SMBs have a comprehensive disaster recovery plan***

*Symantec, **NFIB, ***Gartner

When you’re in the business of saving people from life’s disasters, you need to be prepared when disaster strikes you.
The Reality: Regional Events

- Hurricanes
- Floods
- Forest Fires
- Tornados
- Earthquakes
- Ice Storms
Agility responds to non-mega events every day.
Exposing Risk Factors

• Risk factors vary by geography as certain areas of North America are more susceptible than others to natural disasters and regional events

• To prevent or lessen an interruption’s effect on your agency and clients, management should follow the proceeding steps:
  • Fully identify potential risks (manmade and natural)
  • Recognize causes / sources of potential risks
  • Estimate the probability of occurrence
  • Develop a plan to quickly remediate the interruption’s impact on your organization

• A business continuity plan should provide management with a testable course of action to ensure contingencies are sufficient to react to disruptions
Being Prepared is the Answer

- Creating a business continuity plan begins with designating an emergency and disaster recovery team
  - After establishing the team, FEMA recommends that you designate authority, issue a mission statement, and establish a schedule and budget

![Diagram of FEMA recommendations for who should be on an emergency and disaster recovery team](image-url)
• An emergency and disaster recovery team would be responsible for the following items on the business continuity checklist:
  • Have you identified potential interruptions?
  • Do you have a response plan?
  • Have you identified critical staff?
  • Do you have phone redirecting for your office?
  • Do you have data back up on and off-site?
  • Do you have a communication plan – employees, vendors, clients, media?
  • Do you have access to generators?
  • Is your building wired for a generator?
  • Do you have alternative workspace?
  • Do you have Internet access off-site?
  • Do you have access to hardware? Computers, printers, tape drives?
  • Have you tested your recovery plan?

• Check out Agility’s Recovery Overview Checklist at:
Following a disaster or severe interruption, an agency should take the proceeding steps:

- **Assess your property**
  - Is there any physical damage? Do you have power? Are your buildings and parking lots usable and safe?

- **Assess your staff**
  - Can they get to work (are the roads drivable?) Are schools closed? At what point should you call in additional employees to handle overflow?

- **Notify your insurance company**
  - Report any damage or loss of business within 24 hours if possible. Document everything.

- **Call your disaster recovery business partner**
  - Discuss your immediate, short-term, and long-term needs for power, communication, office space, technology, staff, access to data, etc.

- **Call your customers**
  - Be proactive. Don’t wait for your customers to call you. Make an attempt to reach every customer located in the designated disaster area to evaluate their needs.
Prepare to Survive.

Why Agility & Insurance is the Perfect Partnership
Perfect Alignment.

Our businesses are interwoven unlike any other industry we serve.
The Agency Benefit.

In the days after a disaster, your agency must be up and running. Your clients demand it.
The Producer Benefit.

Your producers must bring value to both clients and prospects that is competitively unique.
The Client Benefit.

Your clients will have access to a simple, cost effective solution that will rescue their business in days. Not weeks.
The Company Benefit.

Agility truly mitigates the loss. A complicated business interruption claim becomes a simple, inexpensive extra expense claim.
Prepare to Survive.

The Agility Solution
Who We Are

- Former division of GE Capital IT Solutions
- Disaster recovery industry leader since 1989
- Provide Business Continuity Planning and Recovery Services throughout North America
- Agility has successfully responded to over 750 disaster events in last 2 years
- Average 300 recovery test exercises completed each year
- Agility has over 10,000 organizations as members of Agility
- Recognized and endorsed by the Big I, 18 state associations, 7 agency networks (Assurex, Sitkins, NetVu, ASCnet)
Protecting Your Agency & Clients

**There’s no such thing as a minor disruption.**
Any event that prevents work from happening can be catastrophic for a business.

In 2011 alone, Agility responded to over **2,700 disaster event** alerts or declares including hundreds of recoveries such as:

- DCH Credit Union – Tornado
- ASI Federal CU – Burst Pipe
- Bank’34 – Arson
- City of Leitchfield, KY – Flooding
- Parker Hannifin – Vandalism/Theft
- Cowan Insurance – Server Failure
- City of Mayfield, KY – Power outage

Planning gives you the ability to understand and mitigate your risk, and quickly recovery from the impact of a crisis.
Regional Events/Risk

- Proactively reached over 4,000 Members in 2011 during events
- Demonstrated impact of Roadmap to Recovery discussions
- Reviewed risks, communication plans, risk assessments, contact processes and any action items identified during roadmap.
- Offered advice, guidance and assurance that Agility is there if the event should materialize and impact their operations.
With Agility, you don’t need to be all things to all people.

In the midst of a disaster, it’s nearly impossible to try to run your business and recover it at the same time.

The responsibilities are too numerous, the must-do list too long and the emotional demands too taxing for one person to handle.

That’s the reason companies turn to Agility. We take care of everything you need to get your business back in business, freeing you to focus on what matters most – your people, your customers and your community.
**Agility Membership**

**Membership Lifecycle**
Agility provides robust, easy-to-implement recovery solutions for an affordable monthly membership fee.

**Membership Features**
- Immediate protection
- myAgility Planning Portal
- Alert Notification
- 24-hour access
- Ongoing education programs
- Testing
ReadySuite Recovery Solution

Whatever you need, whenever you need it.

When disaster hits, Agility will be there on the scene, providing you with any, or all, of the critical elements you need to keep your business in business.

ReadySuite: $495/Month
- Immediate protection
- 48-seat office space
- 5 Intel servers
- Power generation
- Phone and Internet connectivity
- Testing Option
- myAgility Planning Portal
- myAgility FAMILY Tool
Agility bridges the gap between disaster and survival.
Too often businesses hit with a crisis close for good because they’re unable to respond quickly and effectively. That’s not the case for Agility members. The moment the worst happens, we’re on the job assessing, strategizing and mobilizing our resources to get your operation up and running without delay. Fact is, we’ve dedicated more than twenty years to helping businesses recover – and we’ve been successful 100% of the time.
Every Agility Member has Access to myAgility

- Recent site refresh provides quick access to popular tools and resources
- 24/7 online access to your customized recovery plan.
- Develop an internal communication strategy
- Create contact databases for easy communication via ALERT Notification System
- Create an online supply-chain, client, and employee contact database
- Maintain fixed-asset inventory database
- Store critical documents
myAgility Family

Most organizations agree that employees are their most valuable asset.

Steps taken to protect your employees and help them prepare personally for disaster are often the most important.

myAgility Family is a powerful web-based tool for Agility member employees and their families.

myAgility Family is provided free to all employees of every Agility Member organization.
Endorsements and Affiliations - Insurance

American Hospital Association - AHA
National Big I /Trusted Source - IIABA
Independent Insurance Agents & Brokers (IIAB):
  North Carolina    Ohio
  Washington       Oklahoma
  Minnesota        Rhode Island
  New Jersey       South Carolina
  Texas            Virginia
  Massachusetts    Alabama
  Florida          Louisiana
  New York         IBA West
  New Hampshire    IBA of Ontario
Professional Insurance Agents (PIA):
  Colorado    Illinois    Georgia

AAMGA
NetVU (formerly AMS Users Group)
Travelers
Strategic Independent Agents Alliance (SIAA)
ASCnet
Assurex
Sitkins International
NAMIC
Midwestern General Agency (MGA)
Safeco Insurance
RiskProNet
Target Markets
Royal Sun Alliance
Prepare to Survive.

Agility Recovery

QUESTIONS?

Bob Boyd
President & CEO, Agility Recovery
bob.boyd@agilityrecovery.com
704-927-7922

**This presentation has been recorded and a link will be sent out tomorrow to all registrants.

**To request a copy of the slides from today’s presentation, please email: scott.teel@agilityrecovery.com
Prepare to survive.

For more than twenty years, thousands of businesses have relied on Agility to help plan for and recover from the unthinkable. We’re ready when you are.
Prepare to Survive.

A Few Example Scenarios
**Scenario:**
An insurance agency experiences a prolonged power outage due to a damaged electrical transformer. The agency is unable to resume critical business functions utilizing electricity.

**ReadySuite:**
Agility has access to generators stationed across North America to meet the needs of our members for building power restoration or mobile recovery:

- Priority relationships with Aggreko Energy Rentals, Sunbelt Rentals, Toromont, Cummins, Hertz and others
- Generators ranging in size from small 15 kVA to very large 500 kVA
- Provide and coordinate fuel delivery to members
Scenario:
A water pipe in the ceiling above an insurance agency’s computer equipment room bursts flooding the floor below and damaging all server’s and vital technology beyond repair. Management’s ability to retrieve and process information stops abruptly.

ReadySuite:
Agility members have access to a dedicated pool of recovery assets kept in a state of permanent readiness in distribution centers across North America:

- At time of disaster, Agility will quick-ship to members the required technology to get them up and running quickly, i.e. servers, tape drives, PCs and laptops
- Agility offers preloaded server, imaging, and capacity services
- Agility leverages priority relationships with FedEx and UPS to ensure assets are delivered on time
***Scenario:***
A fire breaks out in the building occupied by an insurance agency. The flames significantly damage the building and office equipment within the facility, rendering the building useless. Management is left without a location to conduct business.

***ReadySuite:***
Agility deploys a fully functioning mobile office unit, power generator, satellite, office equipment, and technology needed to restore the agency’s operations:

- Mobile unit provides an onsite location for employees to continue working during the rebuild/restoration
- Satellite provides connectivity to phone lines and Internet, allowing the agency to continue online communication
- Computer equipment, fax machines, servers, and telephones allow the agency to continue processing important documentation and transactions
Member Recovery – County Wide Insurance

• Located in Dexter, Missouri

• Experienced a disaster when a severe winter storm hit the Midwest in 2009

• Majority of the state and Midwest powerless

• Agility delivered a generator onsite within a matter of hours

• Powered the 13,000 sq. ft. office and provided shelter for employees and over 40 displaced members of the community

• Only business open in southeastern Missouri following the storm

• Agility recovered 25 cities, municipalities, and businesses within KY, MO, and OH