Agility Recovery: Operations Update
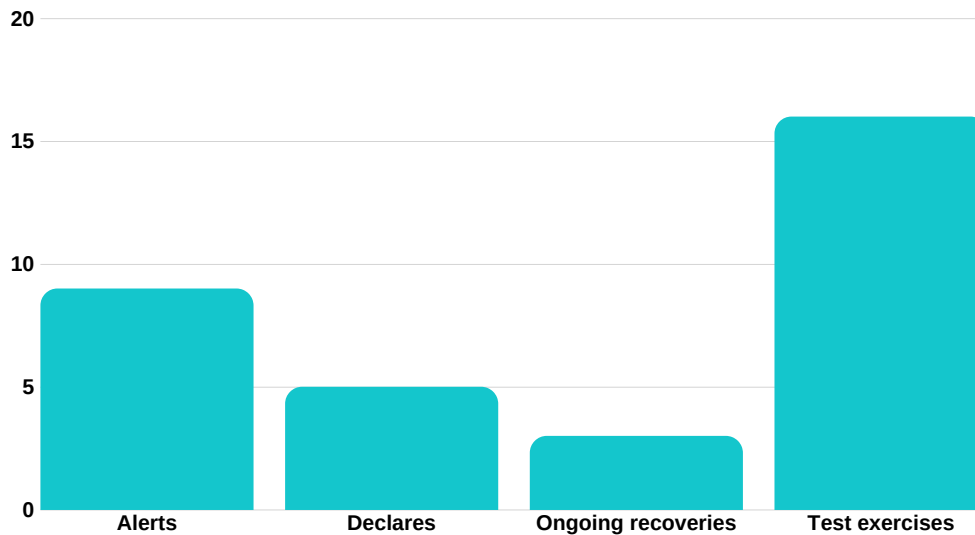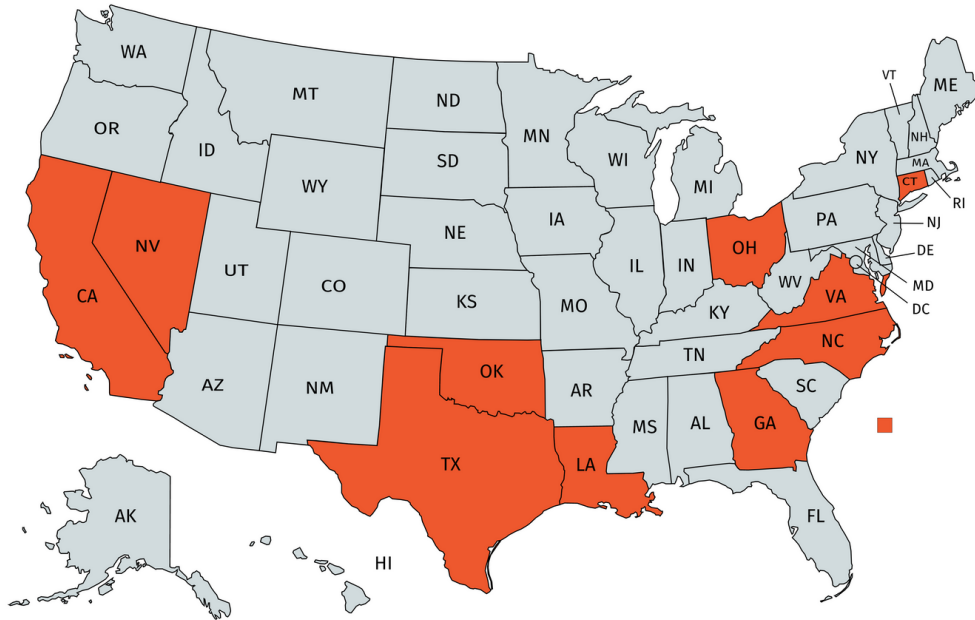
In April, our Operations Team received and responded to 9 different alerts across 10 states.

In April, we responded to nine calls for assistance from our customers, five of which escalated to recoveries.
In addition, the Operations Team also supported three other ongoing customer recoveries from prior months while orchestrating 16 customer test exercises across our operations facilities.

APRIL DECLARES:
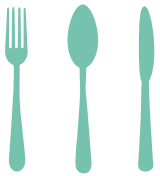
Broad-line Foodservice Distributor in Windsor, CT
Computer failure

Affected by an extensive IT failure, this customer declared on 50 workstations. Our operations team was able to help them recover from such an unexpected incident by delivering requested equipment under 24 hours to get them up and running.

Healthcare Technology Provider in Irving, TX
Computer failure

A healthcare technology provider had two declares with our operations team in April. Due to computer and server failure, this customer has requested 120 PCs to maintain their activity for an extended period of 3-4 months. Thanks to the flexibility of Agility's solutions, our team was able to provide all the necessary services and equipment.

Regional Bank in San Augustine, TX
Telecommunications outage

A regional Bank with more than 350 employees lost power and communications following a tornado. Our operations team deployed an LTE cradle point that returned their business to fully operational.

Pharmaceutical Company in Richmond, VA
Power outage

This customer called us following power outage due to severe weather. They had unique requirements for a generator that is typically hard to find. However, our operations team got them exactly what they needed to resume their work processes.

APRIL DISASTER TYPES:

The most common reason for business interruptions this month was due to severe weather.

Isolated incident
12.2%

Severe weather
12.2%

Tornado
38.1%

Fire
6.1%

Planned recovery
6.1%

Computer failure
25.4%