

## CASE STUDY CADDO NATION

### OPERATIONS CONTINUE AFTER ROBBERY

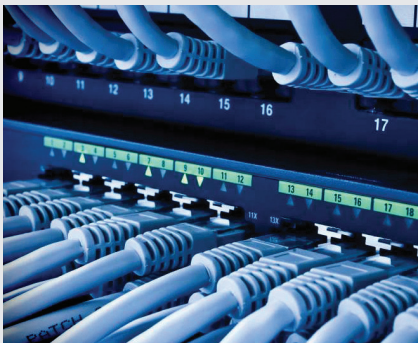


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Shortly after the Caddo Tribal Emergency Management division had joined Agility on behalf of the Nation, Agility learned through news reports of a break-in and robbery at their Tribal Headquarters in Binger, OK. Agility Member Services immediately reached out to Polly Edwards, Tribal Emergency Management Director.

Armed robbers took Tribal employees at gunpoint and held them captive while they stole the primary Tribal server with financial data and software, took hard-copy files and checks, and ransacked the building. Officials were left operating without their main applications and data. They had offsite backups but could not access them because their internet connection had been disabled by the perpetrator of the hostile actions, the then-Chairman of their Tribal Council. She was the sole point of contact with their Internet service provider, so nothing could be done. She also took control of the Nation's post office box, which served as their primary mailing address.

With no access to critical applications and financial information, or mail delivery, the Caddo Nation's operations were left crippled. They needed a server to restore their backups and an Internet connection so that they could get back to work and support their community.

After a quick discussion with Polly about the equipment needed, Agility prepared and shipped a wireless device to provide Internet connectivity for their network and a server for the restoration of their local data and applications so that they were able to restore critical operations and continue fulfilling their mission.

*"Recovery can be a difficult and trying event, almost as devastating as the actual disaster. But if you practice planning and preparedness, and have a partner like Agility on your side, recovery can be as simple as a phone call."*

Polly Edwards, Director, Caddo Tribal



The Caddo Nation was extremely grateful that no employees were hurt in the robbery and pleased with the support from Agility during this devastating time.