

## CASE STUDY CONVERGYS



### OPERATIONS CONTINUE AFTER MAJOR FLOODING IN NASHVILLE, TENNESSEE



Severe floods plagued Tennessee throughout the month of May resulting in thousands of displaced individuals and business closings. Agility responded to eight disaster-related events among its customers in the area including the full mobile recovery of Convergys – involving a total of four double-wide mobile units being deployed.

Convergys, a global provider of customer and HR software solutions, declared a disaster with Agility when the company’s Clarksville, TN facility was deemed structurally unsound due to five feet of standing water in the building’s basement over a three week period. With over 400 people onsite daily, including a large customer call center, facilitating the speedy return of employees to the location was critical to resuming normal business operations – in stepped Agility.

Management declared a disaster the morning of Thursday, May 20, requiring a full mobile unit recovery of the northern Tennessee facility. The recovery would accommodate the 135-person call center staff. By Sunday, May 24, four mobile recovery units, three generators, office technology and furniture, and a satellite connectivity solution was delivered to the parking lot of the Convergys facility.

The call center resumed operations Monday, May 31. Convergys utilized the mobile recovery units and accompanying equipment for approximately 6 months while the company facilitated the permanent relocation of its facility.

*“The scope of impact a major flood can cause, both to your business and your community, can be far-reaching and, in many cases, long-lasting. When we lost a production call center to flooding, Agility helped provide us with assets we needed to get back in business quickly. Agility served as a valuable partner, providing workspace and computer equipment – in addition to satellite capability – as we have worked to resume our operations in support of our clients.”*

Mike Epstein, Convergys  
Senior Manager, Business Continuity