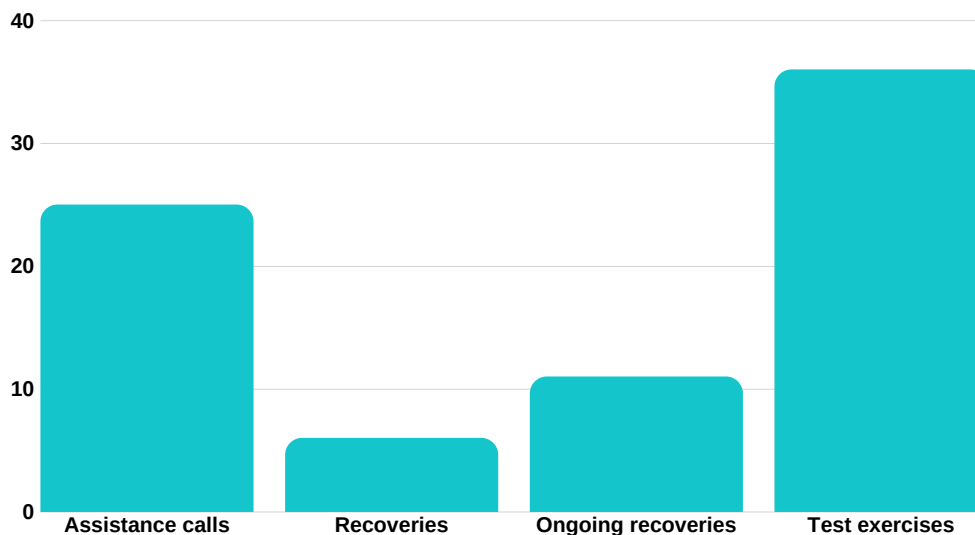
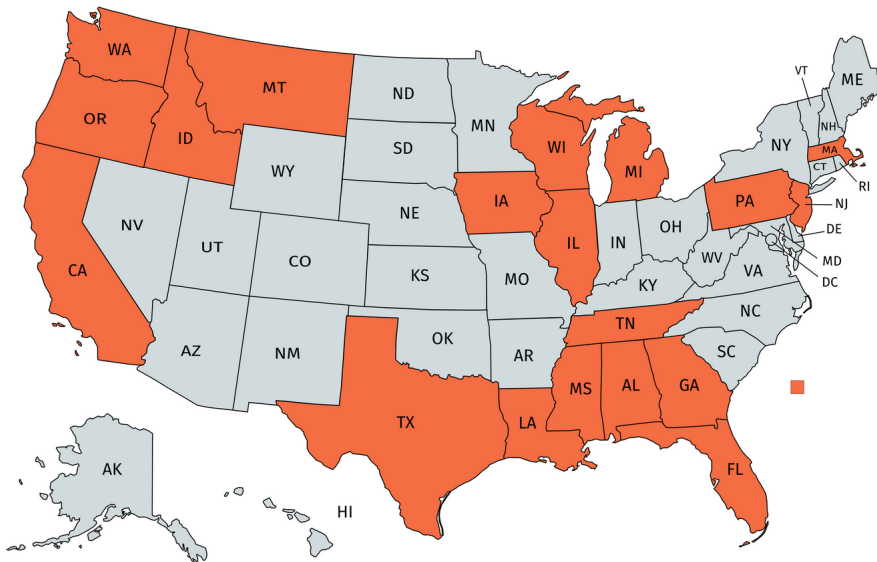


Agility Recovery: Operations Update

We've experienced a significant increase in the new operations activity in February this year versus 2018, covering **19 different states and territories**.



In February, we responded to **25 calls for assistance** from our customers, **six** of which escalated to recoveries. In addition, the Operations Team also supported **11 other ongoing customer recoveries** from prior months while orchestrating **36 customer test exercises** across our operations facilities.

February 19

FEBRUARY DECLARES:



Regional Bank in Glendale, WI

Declare for mobile bank branch due to burst plumbing fixture

This customer has 15 branch locations throughout southern and eastern Wisconsin. During a recent winter storm with freezing temperatures, one of their branches had a pipe freeze and then subsequently burst. The remediation and renovation were scheduled to take weeks, if not more than a month. Therefore, our operations teams determined the fastest recovery method was to utilize our mobile recovery center capability and delivered a fully functional mobile branch configuration to their parking lot 72 hours later. The recovery is ongoing at this time and includes mobile restroom facilities, generator power, and the mobile unit, while technology and connectivity are provided by the customer.



Global Online Retailer in Philadelphia, PA

Generator recovery due to unreliable power utility infrastructure

This particular distribution hub routinely experiences short power outages due to unreliable local electricity infrastructure. As operations continue 24 hours a day at this facility, they were forced to contact us to provide an on-site generator that would power the entire facility until upgrades could be made to the infrastructure. We sourced a 300kW generator for a scheduled delivery 2 days later. The generator has now been operating continuously since February 11th and is due for stand-down once the local utility has completed upgrades on March 29th. In addition to sourcing the generator, we have coordinated routine maintenance, and fuel drops every other day throughout the event.



National Retail Chain in Roseburg, OR

Generator recovery due to local power outage

This customer experienced a localized power outage in the shopping center facility in which they are located. They immediately declared a disaster with us, allowing our mobile operations team to deploy a diesel generator to power the entire store. They requested a 300kW generator, which hit the road within 6 hours of the initial call. Fortunately for the customer, the interruption was short-lived, but they were reassured that no matter the disruption, a swift recovery was only a single phone call away.

FEBRUARY DECLARES:



Regional Healthcare Coverage Provider (4 locations) Technology failure due to system-wide policies

With approximately 5,000 employees and 2.6 million subscribers, this regional healthcare provider experienced corruption of 1/3 of their hardware inventory in three states and impacted telephony systems. Not only did this situation bring their customer service operations to a grinding halt, but they also discovered they were out of compliance with Medicare regulations, affecting their ability to process claims and enable cash-flow to the organization. Our technology and logistics teams swiftly began configuring equipment for a quick-ship recovery, delivering 50 laptops overnight. The customer kept the equipment on-site for 2 weeks before standing down while the IT software updates were being completed, fully tested and utilized with no complications.



Regional Law Firm in Austin, TX Internet and communications interruption due to 60-day construction

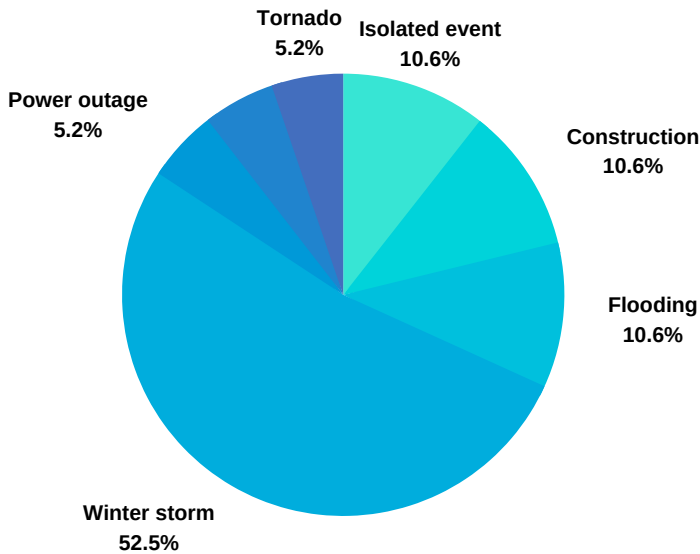
Throughout their construction project, this customer was going to be without their local internet service. They reached out to our Alert/Declare Manager who worked together with our Network Operations Team and their IT and Facilities Director to discuss all available options. With a long duration-event such as this and no damage to local cellular infrastructure, the most logical and practical choice was to deploy a Cradlepoint LTE router to provide consistent and cost-effective internet access. We configured their device and deployed via 2-day shipping, and the device has been in continuous operation since February 22nd and should continue to serve their needs until anticipated stand down sometime in April.



Regional Healthcare System in New Port Richey, FL Local power outage

This acute rehabilitation facility is one of the dozens of care facilities managed by our customer who is a regional healthcare provider. This facility serves patients recovering from healthcare incidents who are undergoing long-term rehabilitation treatments. In this case, they lost power due to a local utility interruption, and required a 250kW diesel generator to power the building and bring critical patient care operations back online.

FEBRUARY ALERTS:



Regional Bank – Covington, LA – Alert for mobile bank branch unit due to office renovations

Machinery Manufacturing Firm – Coatesville, PA – Alert for a burst plumbing pipe due to extreme cold temperatures

Supply Chain Management Firm – Davenport, IA – Alert for replacement servers due to winter storms creating roof leaks compromising their server room

Regional Credit Union – Antigo, WI – Alert for winter storm causing extensive ice, possible power outage

Communications Technology Firm – Flint, MI – 4 Alerts, back to back for sequential winter storms

Regional Insurance Partnership Alliance – Ocean City, NJ – Alert for replacement IT hardware due to building fire

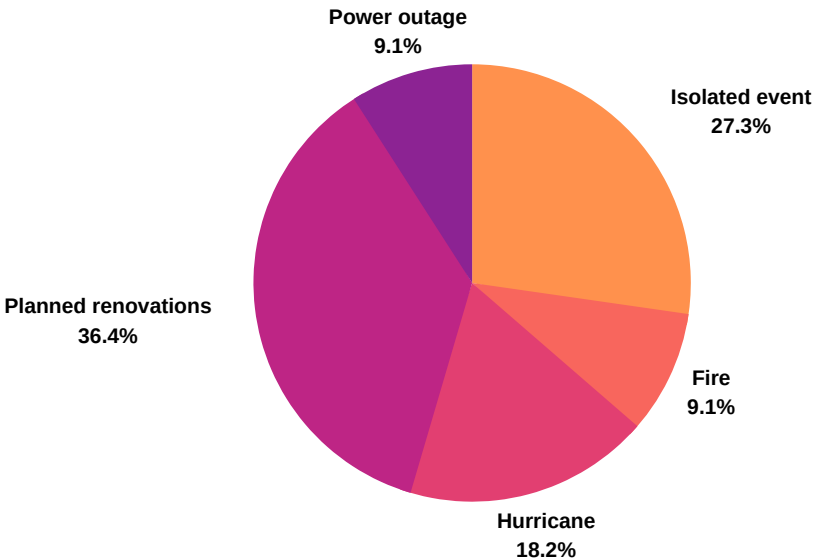
Machinery Manufacturing Firm – Portland, OR – Alert for temporary office space due to construction

Nonprofit Healthcare Provider – Memphis, TN – Alert for potential flooding

Property/Casualty Insurance Firm – Birmingham, AL – Alert for power outage at data center due to winter storm

Local Insurance Agency – Skokie, IL – Alert for replacement IT hardware due to ransomware attack

ONGOING RECOVERIES:



Global Online Retailer – Ontario, CA – Temporary power equipment due to increased staffing needs

Global Online Retailer – Logan Township, NJ – Supplemental restrooms due to facility construction

Credit Union – Marianna, FL – Mobile branch recovery due to hurricane damage

Regional Bank – Panama City, FL – Mobile office recovery due to hurricane damage

Regional Bank – Houston, TX – Mobile branch recovery due to landlord eviction

Regional Bank – Billings, MT – Mobile branch recovery due to a building fire

Regional Credit Union – Dudley, MA – Planned mobile branch recovery due to branch renovation

Regional Bank – Elberton, GA – Planned mobile branch recovery due to branch renovation

Private Country Club – Clifton, NJ – Planned recovery due to facility renovation

Regional Bank – Fort Worth, TX – Planned generator recovery because of a prolonged power outage

Wealth Management Firm – Ruston, LA – Computer hardware recovery due to an in-house training event