

CASE STUDY THE HARVARD DRUG GROUP



OPERATIONS CONTINUE AFTER TORNADO DEVASTATION



On April 27th, 2011, an unstable front bore down on several Southeastern US states, producing a record-breaking number of tornadoes. Alabama emerged as ground-zero for the devastation, with over 250 people losing their lives. With the scope of devastation on a historical scale, many business owners were left with nothing. Others were fortunate to still have office facilities and assets intact, yet were without key services such as power, Internet and phones. Agility responded to these needs for members throughout the state of Alabama, in each case providing temporary power and/or satellite communications within as little as 24 hours.

Distributing compounding pharmaceuticals to northern Alabama, The Harvard Drug Group's operations are critical to thousands of residents who rely on its custom prescriptions on a daily basis. LETCO, a division of The Harvard Drug Group, serves northern Alabama independent pharmacies. Chuck Makarov, president of LETCO Medical, declared for temporary communications from Agility, allowing his staff to restore operations and fill 450 orders within 24 hours of the original interruption.

“Without Agility here, we would not have been able to get orders out on Friday and that could affect patients. We want to make sure that we don’t cause any more damage by not being prepared for a disaster like this. Unless you’re prepared, you’re going to set yourself up to fail.”

Chuck Makarov, President of LETCO Medical, a division of The Harvard Drug Group

Agility successfully responded to 21 alerts and managed 11 simultaneous recoveries across several states during this severe weather outbreak.