



Recovery Summary

# Harvey and Irma

Marking a New Level  
for Customer Support



## EXECUTIVE SUMMARY

In late summer of 2017, Hurricanes Harvey and Irma became the first Category 4 Atlantic storms to hit the United States in the same year. These unprecedented storms presented local communities with unique challenges. The scope of impact was felt across the country. Gas prices climbed, supply chain operations were interrupted, and employment figures in the U.S. dropped in September, the first decrease in seven years.

Hurricane Harvey lingered over southeast Texas for days, with parts of Houston receiving the most extreme precipitation event on record for any major city in the United States. During the storm, we actively engaged with our customers via email, phone, and text message, while pre-deploying assets outside of the predicted path of the storm.

Once transportation channels opened, we supported customers' recovery needs with diesel generators, fuel delivery, LTE communication devices, and mobile office units. Our personnel deployed to several cities, including Houston, Baytown, Orange, and Columbus, to facilitate office space recoveries. Meanwhile, generator and fuel deliveries were conducted in over 30 other locations.

Hurricane Irma presented slightly different challenges. Many of our customers proactively placed multiple locations on alert status. Others moved forward with preemptive disaster declarations, mobilizing recovery assets before the storm made landfall. Fortunately, despite the storm being among the most powerful ever recorded in the Atlantic Basin, the devastation in most areas of Florida was not as dire as had been predicted.

Impacted Customer Locations	Harvey	Irma	Totals
 Alerts	172	550	722
 Declares	42	119	161

Type of Declare	Harvey/Irma #
 Power	127
 Office Space	17
 Communications	14
 Computer Systems	3
<b>TOTALS</b>	<b>161</b>

## CHALLENGE

However, communications and power interruptions in Florida were widespread with cell towers down, Internet service impacted, and millions of people left without power for weeks. The bulk of our recovery activity focused on delivering generators, fuel, and temporary communications equipment, as well as activating ReadyOffice recovery seats in locations outside the immediate impact area.

## SOLUTION

Throughout both events, we served customers in nearly every major industry, including banking, government, education, transportation, and more. Our recovery activity was focused on restoring power, with 79% of recoveries involving generator deployment and fuel service. Remaining recoveries involved securing temporary office space and our QuickShip service, delivering IT and communications equipment. In one case, eight double-wide mobile recovery units were delivered in a single deployment to create a campus-style recovery.

## RESULTS

In the end, this "one-two punch" of record-setting storms created an estimated \$290 billion in combined property damage. Hurricane Harvey alone has been estimated to be the costliest of all previous U.S. natural disasters besides Hurricane Katrina. The storms also marked a new level for customer support here at Agility Recovery.

We set records for the number of locations placed on alert, the number of simultaneous recoveries conducted, and the number of recoveries related to a single event.

We handled all recoveries from our distribution points in over a dozen different states and two of our operations facilities. Our operations team members traveled to the affected areas of Texas, Florida, and Georgia to support those customers who were in dire need. Every step of the way, our team worked hard to ensure these organizations were back up and running as soon as possible.



With an end-to-end solution, such as Agility Recovery, businesses can recover **4 times faster** than with no BCM solution.