

## CASE STUDY SCOTIABANK

### CONTINUING REMOTE OPERATIONS AMID POLITICAL PROTESTS



**Scotiabank**®



It seemed fitting when Toronto, Canada's largest city, played host to the 2010 G20 Summit. With economic recovery in mind, Prime Minister Stephen Harper coined the event's theme 'Recovery and New Beginnings.' As it turned out, the recovery for Scotiabank, the country's most international bank, was of a different sort. The Metro Toronto Convention Centre (A) where the meetings were held is located only a few blocks away from the building that houses Scotiabank's (B) headquarters and primary back-office personnel.

Scotiabank leadership predicted (correctly) that the planned protests surrounding the summit and the resultant security crackdown would affect the area, including their offices. The summit turned out to be the largest and most expensive security operation in Canadian history at the time.

By declaring a disaster with Agility prior to the G20 Summit, Scotiabank was able to prepare and utilize QuickShip laptop computers and scanner devices to continue remote operations and avoid a crisis for their business and employees.

*"We knew that the G20 Summit in Toronto had the potential to interrupt our business but we thought Agility might take some convincing. Not only were you happy to help, but you've actually done this kind of recovery before."*

Ali Tarbhai, Scotiabank's Business Continuity Team

**"You really don't mind that our 'disaster' is based on security and protesters from a political conference?"**