

## CASE STUDY WESTERN FINANCIAL GROUP

### OPERATIONS CONTINUE AFTER DEVASTATING FLOODS



On June 20, 2013, after days of torrential rainfall, rivers began to spill over their banks and numerous communities were placed under evacuation order across southern Alberta. The deluge swept through 30 communities and caused an estimated \$6 billion in damage – the costliest natural disaster in Canadian history.

The hardest hit area was the small town of High River, where Agility-member Western Financial Group received over a foot of rain in less than 48 hours.

With extensive damage to their offices, Western Financial Group realized they needed help. They called Agility immediately and began working with a continuity planner to implement a full mobile recovery. Agility then began mobilizing and deploying resources including mobile office space, computers, servers, satellite communications, phones, desks, chairs and a generator to Western Financial Group's preferred recovery location.

Unfortunately, shortly after the planning call with Agility, local government officials ordered a full evacuation for all residents and businesses, closing the town of High River until further notice.

Given the towns evacuation orders, Western Financial Group immediately notified Agility that the original recovery site was no longer available. Agility quickly rerouted the delivery of all of Western Financial Group's assets to another available location 20 minutes north of High River.

One week later, the local government allowed access back into High River and Agility deployed a second mobile recovery to help Western Financial recover in their main location.

*“Everything happened in the way Agility said it would happen for the entire recovery process. We were back in business before anyone else in the area and were even able to offer our competitors a workplace to process claims for their clients. We made a huge impact in the community”*

**Duncan Scott, VP Operational Due Diligence & Facilities**

It was the most devastating natural disaster in Canada's history, displacing thousands of residents and businesses. However, with the help of Agility, Western Financial Group was able to get back up and running and serving their customers in less than 48 hours.