**Agility Recovery**

**Customer Success Story**

# Slave Lake Wildfire

**10,000 Employees Interrupted by Wildfire in Canada**

## EXECUTIVE SUMMARY

An Agility Recovery customer located in Northern Alberta, Canada needed guidance and assistance with wildfires in the area, and the loss of their insurance facility. This wildfire swept through the town of Slave Lake, which is 250 miles north of Edmonton in a largely inaccessible part of Alberta.





*"We are very grateful for your support over the last three weeks. The management team and I have been very impressed with how Agility reacted and the level of support provided, especially given the delays and uncertainty around when we could re-enter the area. Your flexibility and calm assistance give us a great comfort level knowing that we have Agility behind us."*

**Vice President of Information and Technology**

## CHALLENGE

Our customer, a large insurance company in Canada, lost their facility in town. Agility mobilized and delivered a mobile unit to the nearest town, Athabasca, while the fires were brought under control. This recovery facility was established to help the customer restore their business and continue serving their community. They resumed providing living expenses for their clients who were evacuated from Slave Lake. The entire town of 7,500 underwent mandatory evacuations and was initially given no time frame for return.

## SOLUTION

Agility also readied two additional mobile units in Edmonton to be prepositioned for deployment to Slave Lake once people were allowed back into the town. This gave the insurance company the ability to reestablish their business in the town so they could continue to process loss claims in a location convenient to their clients and employees.

## RESULTS

Because they knew Agility Recovery had a solution ready to deploy, the management team for the insurance company was able to focus on interim solutions to get their people back to work and their business operations up and running.

**Membership Package: ReadySuite 96**
Included a double-wide mobile office unit, office furniture, a generator, and a 4G LTE solution for Internet and telephone connectivity.

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

**866-364-9696**
**contactus@agilityrecovery.com**
**www.agilityrecovery.com**

The only integrated business continuity solution in the market that helps you **plan**, **train**, **test**, **alert**, and **recover** — all in one.