

BUSINESS AS USUAL.
NO MATTER WHAT.



AGILITY
RECOVERY SOLUTIONS™



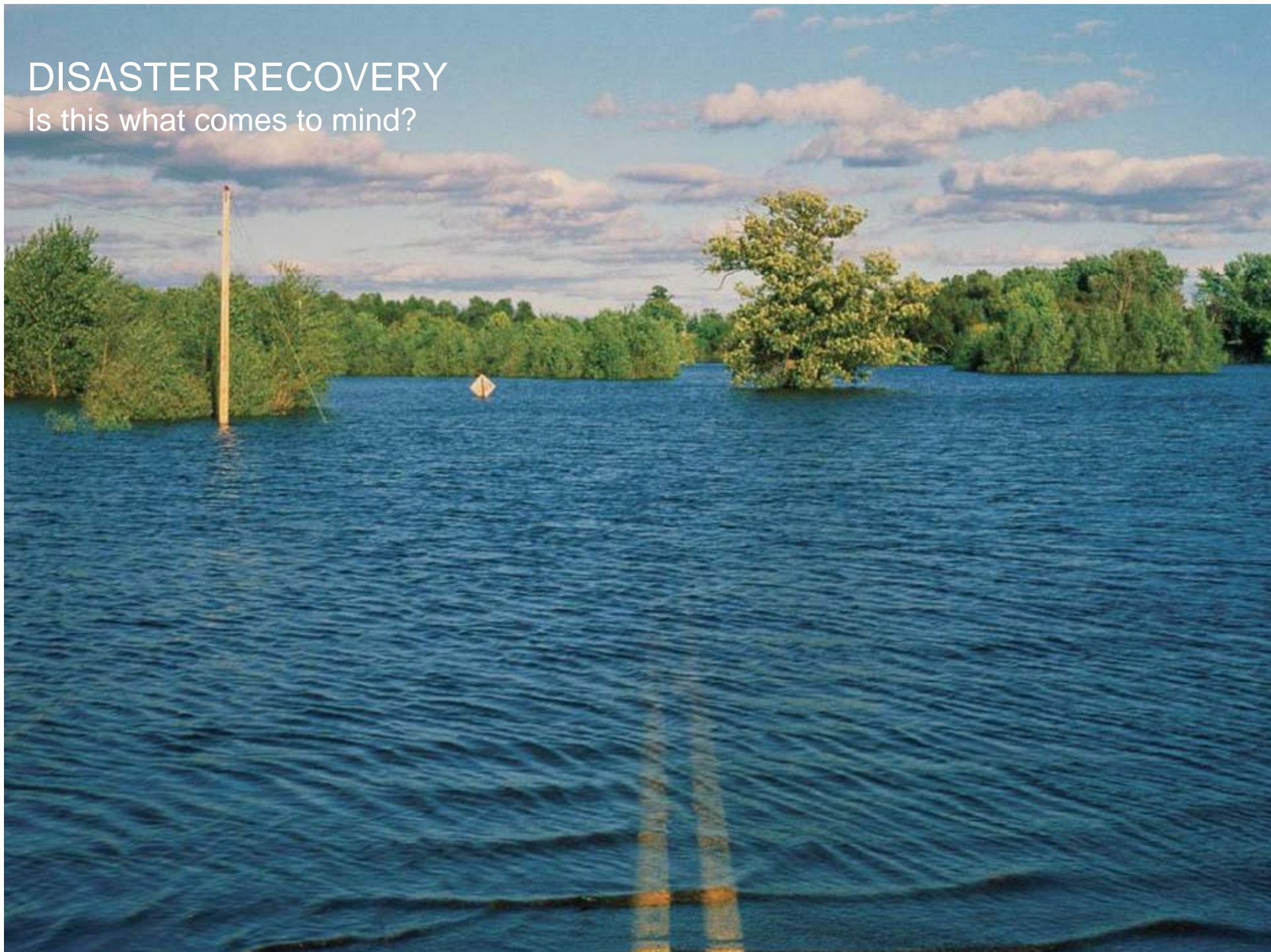
TODAY'S AGENDA

- Learn about the basics of disaster recovery and business continuity.
- Understand what you can do to prepare your organization for an unplanned interruption.
- Hear Agility's perspective on the issue.
- Provide an open forum for discussion.

Bob Boyd
President & CEO
Agility Recovery Solutions

DISASTER RECOVERY

Is this what comes to mind?



THE REALITY

Disasters happen everyday. Not just on the Weather Channel.

A/C Failure

Acid Leak

Asbestos

Bomb Threat

Bomb Blast

Brown Out

Burst Pipe

Cable Cut

Chemical Spill

CO Fire

Condensation

Construction

Coolant Leak

Cooling Tower Leak

Corrupted Data

Diesel Generator

Earthquake

Electrical Short

Epidemic

Evacuation

Explosion

Fire

Flood

Fraud

Frozen Pipes

Hacker

Hail Storm

Halon Discharge

Human Error

Humidity

Hurricane

HVAC Failure

H/W Error

Ice Storm

Insects

Lightning

Logic Bomb

Lost Data

Low Voltage

Microwave Fade

Network Failure

PCB Contamination

Plane Crash

Power Outage

Power Spike

Power Surge

Programmer Error

Raw Sewage

Relocation Delay

Rodents

Roof Cave In

Sabotage

Shotgun Blast

Shredded Data

Sick building

Smoke Damage

Snow Storm

Faulty Sprinkler

Static Electricity

Strike Action

S/W Error

S/W Ransom

Terrorism

Theft

Toilet Overflow

Tornado

Train Derailment

Transformer Fire

UPS Failure

Vandalism

Vehicle Crash

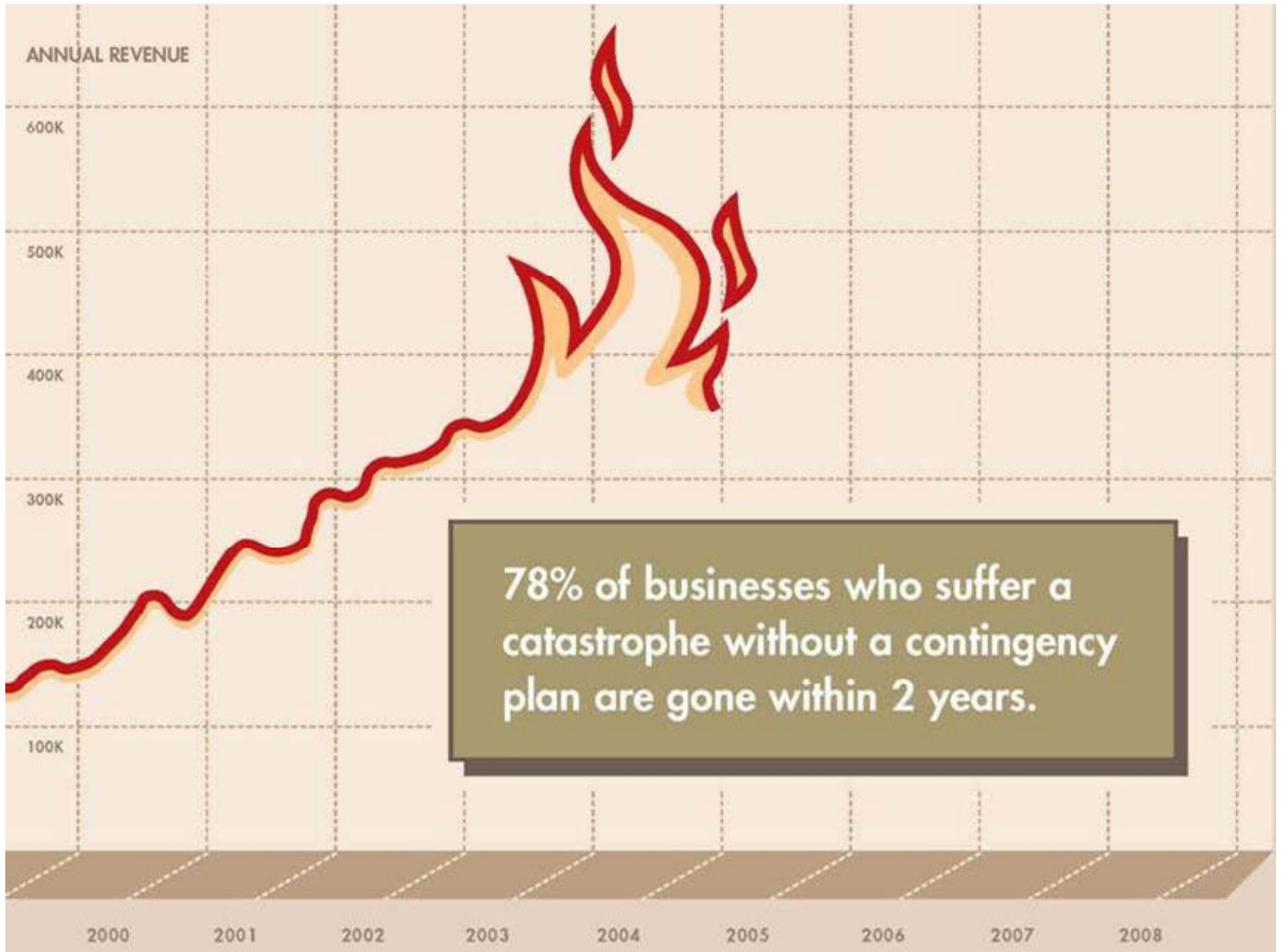
Virus

Water (Various)

Wind Storm

Volcano

Disasters can cripple a business.
Statistics don't lie.





MISSION CRITICAL

For Fortune 500 companies, business continuity is required.

DID YOU KNOW?

According to a recent Touche Ross study, the survival rate for companies without a disaster recovery plan is less than 10%.

WHAT CAN YOU DO TODAY?



10 Steps to Business Preparedness

1. Assess your risk – both internally and externally.
2. Assess your critical business functions.
3. Prepare your supply chain.
4. Create an emergency management plan.
5. Back-up your data.
6. Create a crisis communication plan.
7. Assemble an emergency kit.
8. Review your insurance coverage.
9. Plan for an alternate location.
10. Test your plan.



1. Assess Your Risk

The number of declared disasters has nearly doubled in the past decade. Identify the types of emergencies that have occurred in the past?

What could happen as a result of your facility's location?

What types of emergencies could result from the design or construction of your facility?

What could result from a process or system failure?

Historical Perspective

Fires

Severe weather

Hazardous material spills

Transportation accidents

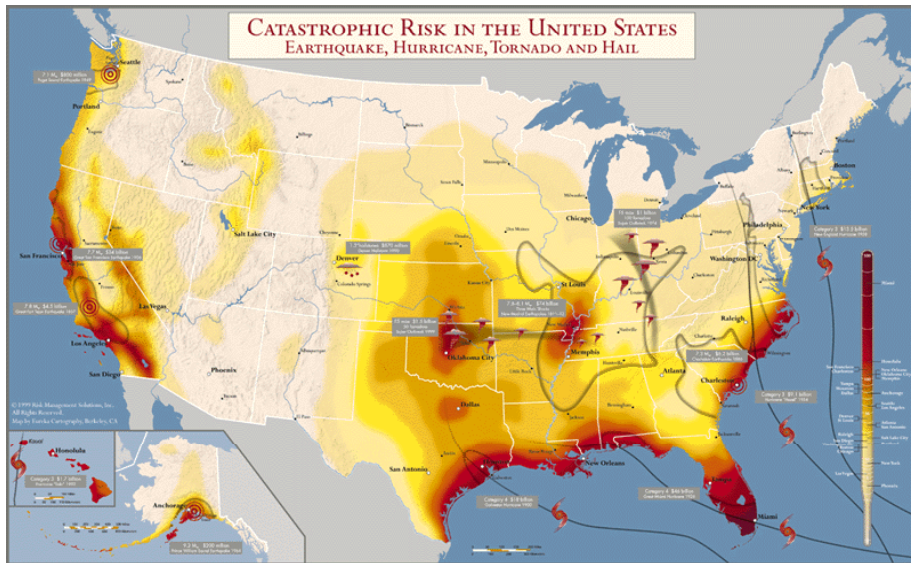
Earthquakes

Hurricanes

Tornadoes

Terrorism

Utility Outages



[RMS Catastrophic Risk Map](#)



Facility Location

Consider your proximity to:

Flood plains

Seismic faults

Dams

Power grids

Nuclear plants

Major transportation

Companies that produce, store, use
or transport hazardous materials



Facility Design/Construction

Physical construction of your facility

Hazardous processes or byproducts

Facilities for storing combustibles

Layout of equipment

Lighting

Evacuation routes and exits

Proximity of shelter areas



Technological Failures

Safety systems

Telecommunications

Computer system

Power

Heating/Cooling system

Emergency notification system



2. Assess Your Critical Business Functions

What functions are critical to the day-to-day operations?

- › HR, Operations, Management, Finance, Customer Service, Sales/Marketing

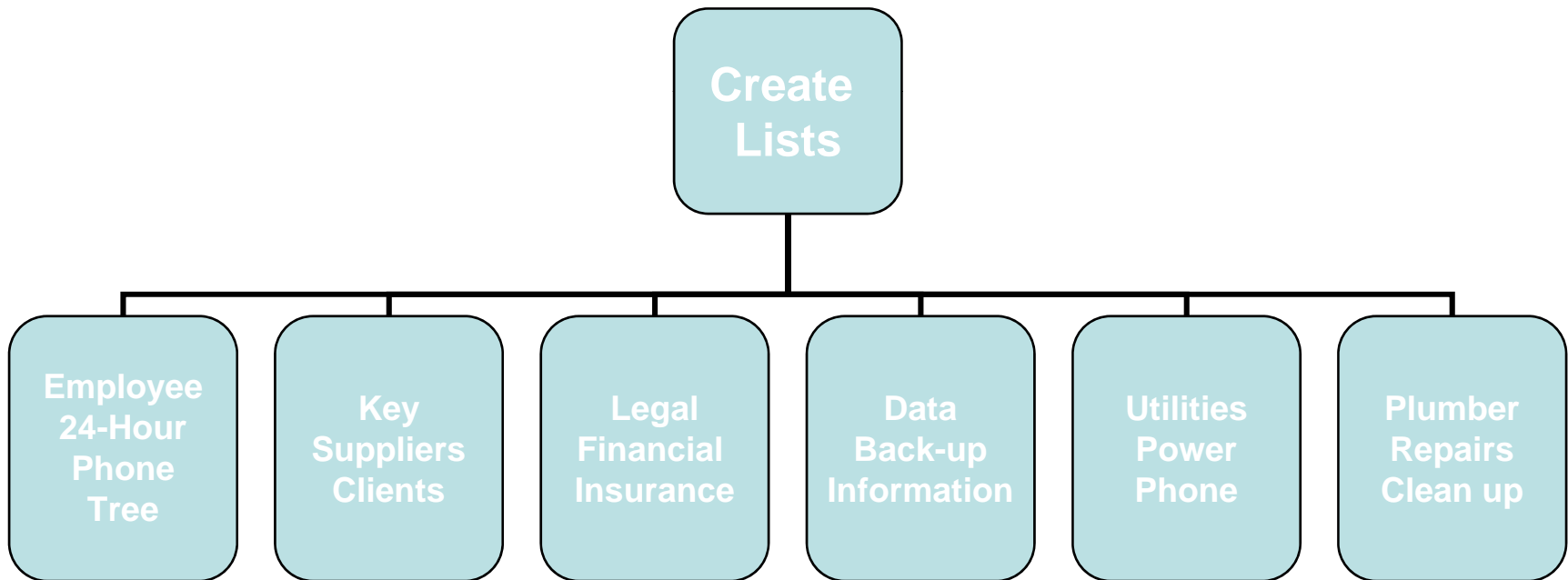
What employees are essential?

How long can you withstand an interruption to those critical functions?

- › 0-24 hours, 24-48 hours, 48-72 hours

2. Assess your critical business functions.

Put it on paper:



Less than half of American businesses have disaster recovery or business continuity plans in place to maintain supply chain logistics.

3. Prepare your Supply Chain

Talk to your key vendors and suppliers about their recovery plans.

- › Ask yourself has it been tested?

Develop relationships with alternate vendors.

- › Eliminate single points of failure.

Educate your clients about the importance of preparedness.

Insure what can't be protected.

4. Create an Emergency Management Plan

An EMP is designed to effectively respond to an event.

- › Minimizes the impact, protects and re-assures stakeholders, and prepares for recovery.
- › Facilitates transition between normal business operations and a catastrophe response.
- › Includes the notification and management of employees, clients, vendors, suppliers and the media.



5. Back-Up Your Data

Automated.

Daily back-ups.

Store in off-site, secure location.

Test plan regularly.

Regional footprint.

6. Create a Crisis Communication Plan

Develop a process to make sure all stakeholders (internal and external) are aware of decisions and expectations.

- › 24-hour phone tree
- › Password protected web page
- › E-mail alert
- › Call-in recording system

Manage client and key vendor communications.

Prepare a media communications plan.



Assemble Emergency Supplies Recovery Kit

**An emergency or disaster
recovery kit should contain:**

- Fresh water
- Non-perishable food
- Flashlights
- Extra batteries
- Battery-powered AM/FM or NOAA radio
- First aid kit
- Copies of important documents and records

**For a complete list of
recommended items, visit
www.Ready.gov.**

8. Review your Insurance Coverage

Assure you are insured for all potential risks.

Consider business interruption insurance and added expense insurance.

Keep photos of your building, equipment lists and policy information stored in a safe and secure offsite location.

Asset management program.

9. Plan For An Alternate Location

Mobile Recovery

- › Delivered to a specific location.
- › Ideal for small to medium sized business.
- › High level of flexibility.
- › Cost effective solution.

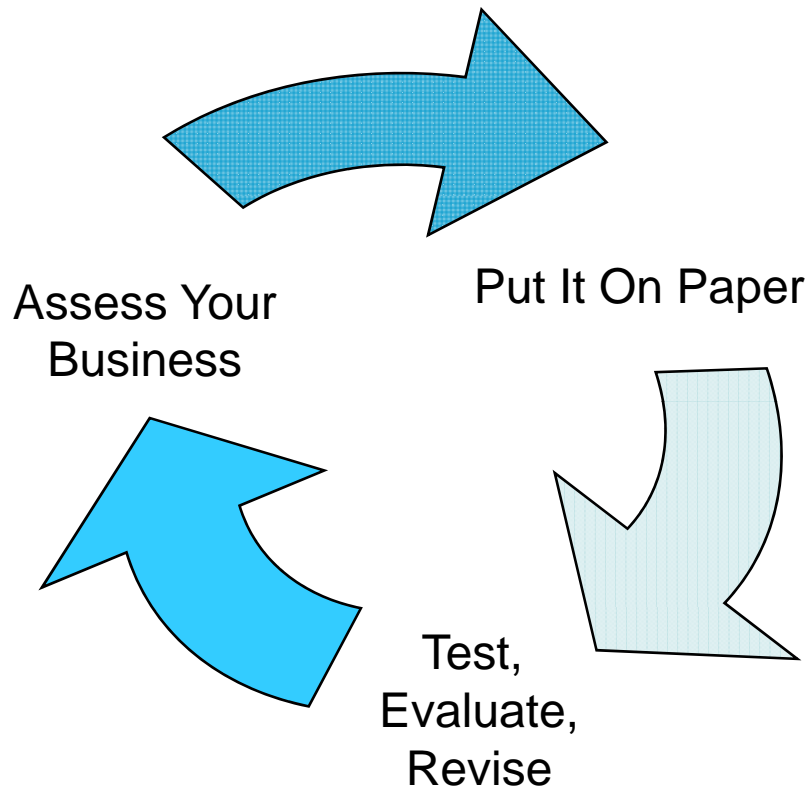
Hotsite Recovery

- › Permanent, regional facility.
- › First come, first served at time of disaster.

Other Alternatives

- › Reciprocal
- › Internal
- › Co-Location

***Remember: people
are your most
valuable asset. Will
they be there for
you if they have to
relocate?***



10. Exercise Your Plan

Do an annual test and update the plan as necessary.

There is no pass or fail.

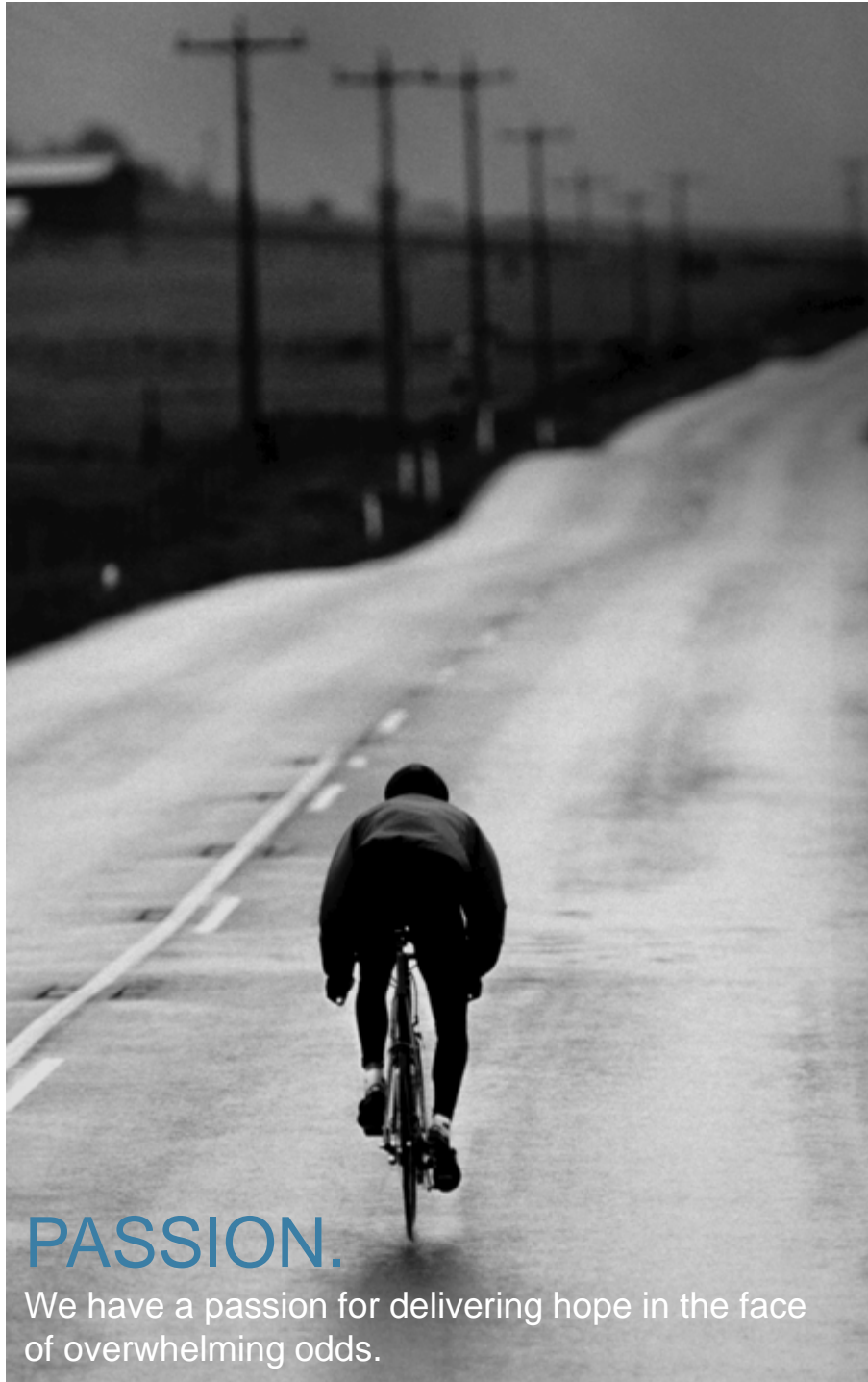
Make sure to re-educate employees when any changes to the plan are made.

Testing is a process not a project.

Get Started Today

Take advantage of existing resources:

- › www.ready.gov
- › www.redcross.org
- › www.agilityrecovery.com



PASSION.

We have a passion for delivering hope in the face of overwhelming odds.

READYSUITE:

A Simple Solution For A Complex World.

In exchange for a small monthly fee, you can have access to all of our knowledge, expertise and resources.

Our Promise: We will deliver any or all of our four key recovery elements:

Power.
Technology.
Space.
Connectivity.



Emergency power generators stationed across North America.

POWER

Statistics show that 70 percent of businesses will experience a power outage within the next 12 months.

With a ReadySuite membership, you won't be powerless for long.

We have established priority relationships with generator providers throughout North America that enable us to get you up and running within 48 hours.

SPACE

We recognize that your business is rooted in a community, your community, where you live and work.

Our space options include the required office furniture for your employees to get back to work in a comfortable, functioning office space.

Agility is recognized as the premier provider of on-site mobile recovery, yet we provide our members with numerous space *options*, allowing you to recover where you need to be.



TECHNOLOGY

Access to information is the backbone of every industry.

ReadySuite membership provides you with replacement PCs, servers, networking equipment, printers, phones and fax machines delivered onsite

Our equipment is maintained in a state of permanent readiness in distribution centers across North America.





CONNECTIVITY.

In today's virtual society, connectivity is critical.

ReadySuite membership provides both telephone and Internet access via satellite connections, enabling your communication virtually anywhere.

To ensure communication regardless of local infrastructure, Agility has access to dedicated bandwidth on multiple communication satellites.



BELIEVE.

We believe every business should have access to continuity services.

SIMPLE AND EASY TO USE.

Our ReadySuite membership solution addresses the typical high-cost, high-frustration factor associated with business continuity planning.

Immediate Protection.

The day you become a member, your business is covered.

Customized Recovery Plan.

Access and edit your plan anytime on MyAgility, our online planning resource.

24-Hour Hotline.

Our recovery specialists are available whenever you need Agility.

MyAgility

24/7 online access to your customized recovery plan.

Recent site refresh provides quick access to popular tools and resources.

Store critical documents.

Develop contact databases for easy communication via the **Alert Notification System.**

Maintain fixed-asset inventory database.

The screenshot shows the MyAgility website interface for Bob's Bakery. The header includes the MyAgility logo, the user's name (BOB'S BAKERY), address (2717 FOXFIRE ROAD, CHARLOTTE, NC 28270), and navigation links (Help | Logout). Below the header are three main navigation tabs: RECOVERY ROADMAP, TOOLS AND RESOURCES, and ACCOUNTING AND BILLING INFO. The main content area is divided into several sections:

- HOW TO INITIATE A RECOVERY:** A section with a lightning bolt image and text explaining the secure portal for developing and managing a recovery plan.
- WEATHER AFFECTING ZIP CODE 28270:** A section with a lightning bolt image and text about weather affecting the zip code.
- The Basics:** A section with sub-sections:
 - Primary Contacts:** Key personnel authorized to initiate an Agility response.
 - Technology Requirements:** Everything you need at time of recovery.
 - Recovery Site:** Proposed locations for your temporary office.
- Communication:** Provide full contact information for those important to your organization. Sub-sections include:
 - Employees:** Establish an online contact database.
 - Supply Chain:** Include your vendors, suppliers, and contractors.
 - Alert Notification System:** Communicate with all your contacts at the touch of a button.
 - Telephone Redirection Strategy:** Create a plan for forwarding your primary numbers.
- Fixed Assets:** Develop an online record of your organization's fixed assets. Sub-section: **Fixed Asset Inventory.**

On the right side, there are several lists of resources:

- Agility Recovery Solutions:**
 - MyAgility Intro Webinars
 - Recent Recoveries
 - Tradeshaw Participation
 - Agility in the News
 - agilityrecovery.com
- Recommended Reading:**
 - Roles & Responsibilities
 - Roadmap Checklist
 - Subscriber Manual
 - Frequently Asked Questions
- ReadySuite Testing Toolkit:**
 - ReadySuite Testing Toolkit
- Coming Soon From Agility:**
 - Agility Member Forum

At the bottom left, there is a "REFER A FRIEND" section with a form to get a month of FREE Service, including fields for E-mail, Name, Phone, and Your Name.



ReadySuite. Only \$275/Month

Within 48 hours, we will deliver everything your organization needs to keep running and connected to people.

Power.
Technology.
Space.
Connectivity.

If you initiate a recovery, we will put your customized plan in motion and you will be billed for the associated costs, plus a minimal administration fee.

HOPE.

Together we face an uncertain future, confident in the knowledge we are prepared.



Questions?

Bob Boyd
President & CEO
Agility Recovery Solutions
Bob.Boyd@AgilityRecovery.com