

CASE STUDY

“CLEAR COMMUNICATION AND TRUE COORDINATION

CAN PREVENT AN ACCIDENT FROM BECOMING A DISASTER.”

PREPAREDNESS MODEL THAT FITS THE BILL —

The fire alarm sounded around 2:45 p.m. on May 2nd, 2017 at Speedpay's Charlotte, North Carolina data center. An **electrical fire had broken out** in a third-party electrical closet, threatening one of two vital facilities Speedpay relies on to process client payments.

By 4 p.m., with all building tenants safely out of harm's way, the power was shut down on one side of the facility, posing a risk to Speedpay's uptime and operations.

We quickly **assessed the risk of equipment damage** and, as soon as our team gained access to the data center at around 6 p.m., **configured portable cooling units** around key equipment in order to bring temperatures within standard limits.

Thanks to our skilled staff and the Speedpay continuity plan, we **kept essential applications running** with no transactional impact and our **clients experienced no interruptions to their service**. We also kept Speedpay clients and sales staff informed, apprising them of the situation every 30 minutes throughout the duration of the incident.

Accidents happen, but a fast, well-planned response in an emergency **kept business up and running without a hitch**.

