

“WE CAN’T PREVENT
A NATURAL DISASTER
FROM STRIKING,

BUT WE CAN DO
EVERYTHING IN OUR
POWER TO PREPARE
FOR IT.”

HURRICANE SANDY —

In late October 2012, **Hurricane Sandy tore through the East Coast**, causing record flooding, gasoline shortages, mass transport delays and power outages that affected more than 8 million households – some for nearly two weeks.

With one of our two data centers located in Englewood Cliffs, New Jersey – directly in Sandy’s path – Speedpay needed to ensure clients’ payments could continue to be processed, regardless of the risks the storm posed.

As Sandy neared, Speedpay **halted all traffic to our New Jersey center, instead rerouting all payments exclusively to its data center in Charlotte, North Carolina** for four days.

By October 31st, just two days after Sandy made land-fall, **Speedpay was processing 600,000 transactions daily**. By November 9th, **every Speedpay employee was working online at full capacity** from his or her home or from our New Jersey office.

With a continuity plan in place that created a seamless experience for billers and their customers, **Speedpay maintained 100 percent uptime** for our electronic bill presentment and payment services throughout the disaster and its aftermath.

