



continuous improvement

Being Prepared

Four CCCs assist Cebu Deployment Center following earthquake

On February 6, a 6.9 magnitude earthquake struck the Central Philippines. NCR's Deployment Center in Cebu was evacuated twice, first after the initial quake and again following a major aftershock. Fortunately, Cebu employees and their families were unharmed.

Despite the evacuation, our customers experienced no disruption of remote service support thanks to NCR Services' Business Continuity Plan.

Patrick Evers, Manager of Compliance and Certification for NCR Services, says all 22 of our call centers worldwide have designated Environmental Health & Safety coordinators, business continuity coordinators and emergency action plans. When a call center's operations are disrupted, "the designated disaster recovery sites play a major role in continuing operations elsewhere."



**DAMAGE FROM THE 6.9
MAGNITUDE EARTHQUAKE IN CEBU**

In this instance, four call centers were activated to take over calls for Cebu – Peachtree City, Mumbai, Singapore and Sydney, with Sydney serving as the prime. It took less than 15 minutes to kick in the Disaster Recovery plan. As a result, no calls were dropped and only one call was answered after 90 seconds, with the remaining being answered within 60 seconds.

The back-up request came in the middle of the night in the United States. "Call volume was lighter for us and we were able to absorb it, but we did bring in the first shift early," says Kenn Skelly, Director of U.S. Help Desk Operations.

The Deployment Services teams in Peachtree City and Duluth also stepped in, coordinating all installations and scheduling for the CCC in Cebu during the 36 hours that their facility was closed.

Without a doubt, NCR Services has progressed significantly in the area of disaster preparedness. All business continuity plans and disaster recovery sites are required to be tested at least once a year, says Patrick. NCR Services also maintains a Business Continuity Scorecard that tracks the division's compliance for all 22 call centers. Chris Askew reviews the Scorecard quarterly. NCR Services plans to be one of the first companies worldwide to become certified to the new ISO Standard for business continuity, ISO 22301.