



TCS Basys Controls System Aids Bank Chain During Hurricane

TCS Basys Controls Case Study

According to a recent survey by the Association for Financial Professionals, many bankers believe their organizations are ill-prepared for a disaster, despite the attention the issue has gotten since Hurricane Katrina. The survey found that just over one-third of respondents feel their companies are prepared for such crises. A little more than half think their firms are somewhat prepared, and 8 percent say their employers aren't prepared at all. In this era of natural disasters and other unforeseen events, contingency plans should be in place at all financial institutions.

For example, this past September, as more than 1 million people tried to get out of the way of Hurricane Rita as it was projected to hit the Houston metropolitan area, the regional facilities manager for a national bank chain established a plan for dealing with the expected damage. Part of the bank's response to the hurricane's downed power lines, wrecked cell phone towers and electrical outages would be the TCS Basys Control Ubiquity facilities management system.

As the leading Web-based enterprise management solution, Ubiquity allowed the facilities manager to have emails sent directly to his PDA device instantly informing him when any bank facility in Texas lost communications or power. As the storm hit, he tracked which buildings had lost power and directed his field technicians to the buildings that required attention.

It was possible to do this during the hurricane because of Ubiquity's unique architecture among facilities management systems. Ubiquity software along with the ability for remote access to each site, resides on a centrally hosted cluster of servers located in secured telecom facilities. This infrastructure insures that communications and power interruptions can be monitored and alarmed in real time during any emergency. Also, Ubiquity can be accessed through any Internet-capable PC – a disaster monitoring and control center can be set up virtually anywhere there is a working PC.

During disaster situations, communications are usually extremely challenging – but having up-to-date, accurate information is critical to directing repair resources. Many people called the regional manager with information about hurricane-affected areas that turned out to be false after he compared it to his information he received from the Ubiquity system. Armed with his list of affected sites he received firsthand from the system, the manager was able to keep technicians focused on those sites that needed attention, and avoid wasted trips that would have cost precious hours in down time for branch offices.

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Few financial institutions have disaster plans in place to respond to emergencies such as hurricanes. For more information on why Ubiquity from TCS Basys Controls should be a part of your emergency planning, visit www.tcsbasys.com or call 1-800-288-9383.