



# Innovative Workplace Recovery

Finding Alternative Office Space in Advance of a Disaster

Brian Gardner | 14 May 2018

# Introduction.



**Brian Gardner**

**CEO**

**Pronto Recovery & Rentals**

# Latest Research Around WR.



- 777 BC professionals
- 2,962 Business users
- 78 Countries



# Workplace Recovery Defined.

Disasters happen - despite our best efforts



**Hurricanes/ Floods**



**Fire**



**Civil Unrest**



**Water Pipe**



**Public Transport Outage**



**Terrorist Act/ Coup/ War**

# Workplace Recovery Defined.



Cyber attacks are more common each day and will cost the world more than \$6 trillion annually by 2021!



## Ransomware

Ransomware is growing at a yearly rate of 350% and can lead to the shut down of different operating and communication systems



## Phishing

91% of ransomware attacks start with a phishing email



## BEC

FBI confirmed that between Oct. 2013 and Dec. 2016 organizations across 131 countries suffered as many as 40,203 successful BEC attacks costing more than \$4 billion in total

***Workplace Recovery is about ensuring your employees are able to be productive for your company and your customers.***

# Types of Workplace Recovery.

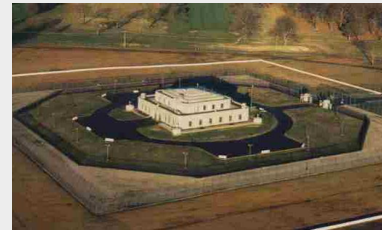


## Do It Yourself

Undated

Large  
Corporates with  
excess office  
space

For Campus  
companies/  
Large Call  
Centers



## Static Recovery

Circa 1980s, still  
currently seen

Outsourced DIY to  
Single-site, named  
recovery facility,  
has close friend –  
Mobile Recovery

For Campus  
companies that  
want to share  
with others



## Work From Home

Circa 2010s,  
emerging option

Recovery strategy  
tells people to stay  
at home

For companies  
where Production  
work force largely  
works from home  
already, non-critical  
employees



## Dynamic Recovery

The future.....

Multiple-site  
recovery where  
employees can be  
sure to access and  
be productive

Enabled by IT  
advancements and  
connectivity, more  
secure than WFH

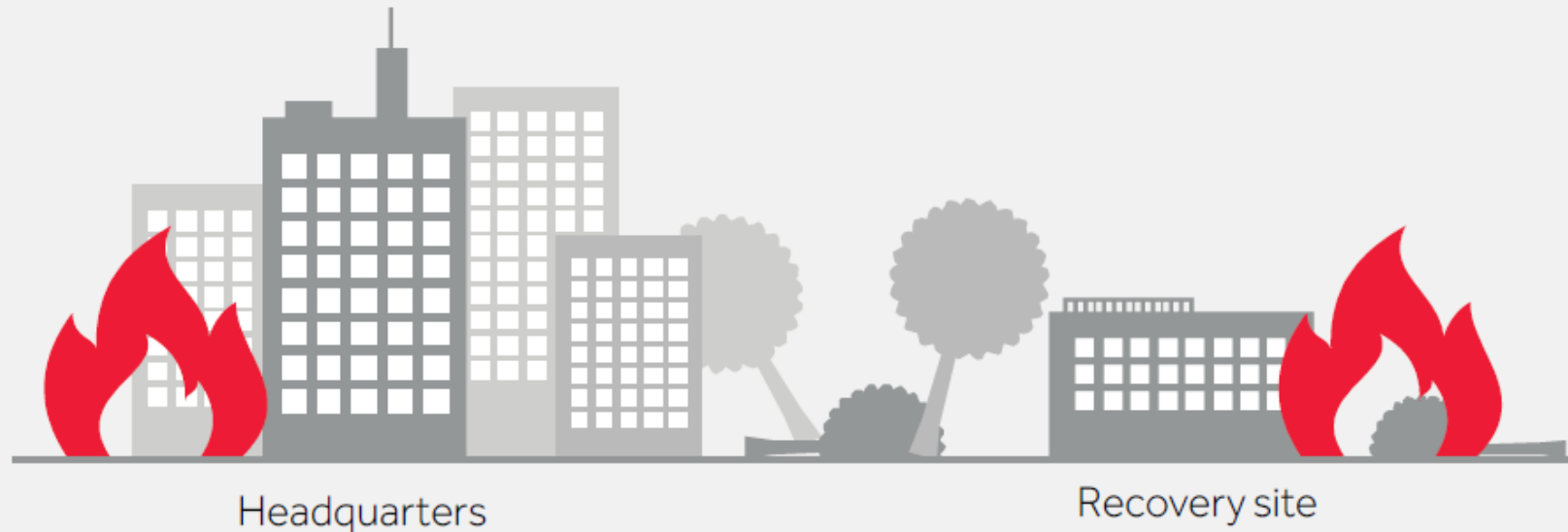
# Issues with Static Recovery.

Most problems associated with static/single site recovery are only discovered when disaster strikes

1

## Too close to the disaster

If the recovery site is too close to a disaster, then it may be affected by the same incident.



**Too Close**



# Issues with Static Recovery.

Most problems associated with static/single site recovery are only discovered when disaster strikes

2

## Too small

If you have bought 'syndicated' seats which are available on a first-come first-served basis, you may find that all available seats have already been taken.



## Too Small



# Issues with Static Recovery.

Most problems associated with static/single site recover are only discovered when disaster strikes

3

## Too far away

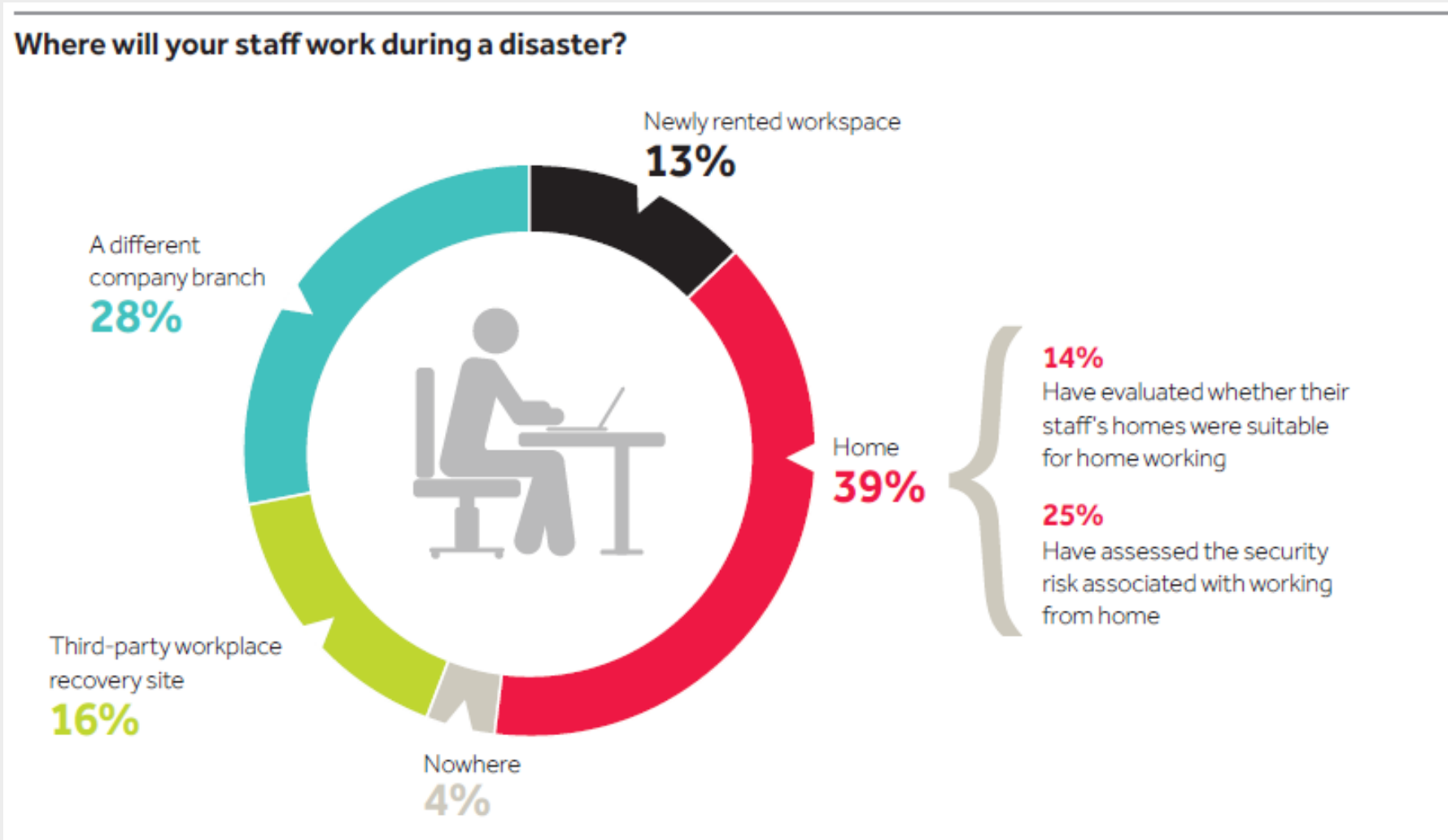
If the recovery site is too far away, workers may be unable to travel long distances leaving families and other commitments.



**Too Far Away**

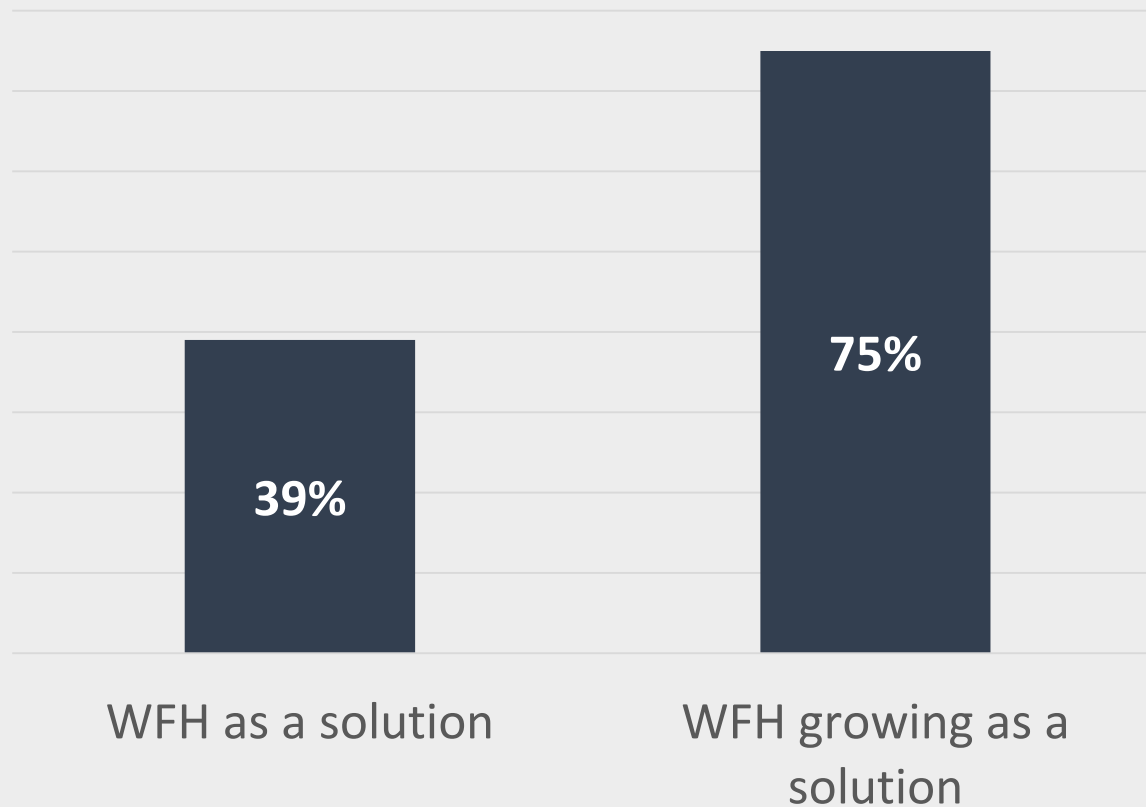
# Where Do Companies Recover?

Our research shows that DIY is shrinking and Work From Home is the most popular recovery solution



# Move Towards Work From Home.

WFH has become the most popular Workplace Recovery solution, is expected to continue to grow, but has risk.....



Only **14%** of our respondents had looked whether their staff's homes were suitable for home working.

A red rectangular box containing white text and a white icon of a house with a Wi-Fi signal inside.

# Move Towards Work From Home.

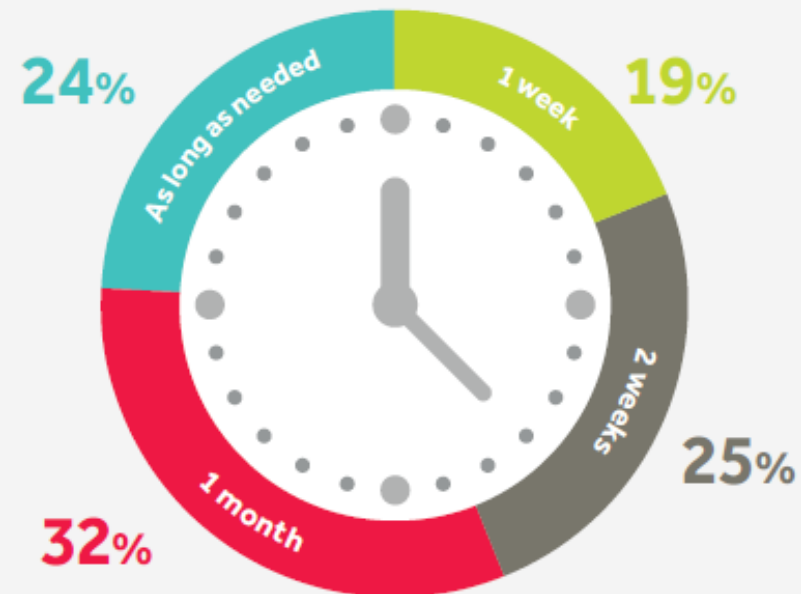
There is a danger of assuming that all workers have an adequate working environment at home

Almost three-quarters

# 73%

of businesses shared our concern about security. From this, we can reason that security is one of the biggest factors in selecting alternative office locations, so it comes as a surprise to discover that only 25% of the businesses in our research have assessed the security risk associated with working from home.

Working from home, how long is this viable?



## What about the Health & Safety Issues?



Employees and experts differ in their perceptions of critical employee designation – many employees seem to overestimate the ability of their organization to offer them a workplace recovery solution

- Three-quarters of end users consider themselves critical, while 64% of experts believe only 20% of employees fall in this category
- Nearly four out of every five end users believe that there is a workplace recovery plan for them in the case of a disruption

## There is gap in attitudes regarding working from home as a workplace recovery arrangement between experts and end users

- Work-from-home received less consideration as a workplace recovery approach from experts than from employees (26% vs 44%)
- 45% of end users are not happy to work from home for more than 2 weeks
- When deciding whether to work from an alternative location or home, 32% of employees base their decision on ease of reaching alternative sites, while 20% focus on access to key enterprise systems and 15% on having appropriate office infrastructure

# Today's Take Away●

If you are writing an Request for Proposal “RFP” or Invitation to Tender “ITT” with requesting a Recovery Site to be No Closer than x km and No Further than x km you for a Static/Single Site Solution



***It Just may be a Futile exercise***

# Dynamic Solutions Are the Future.

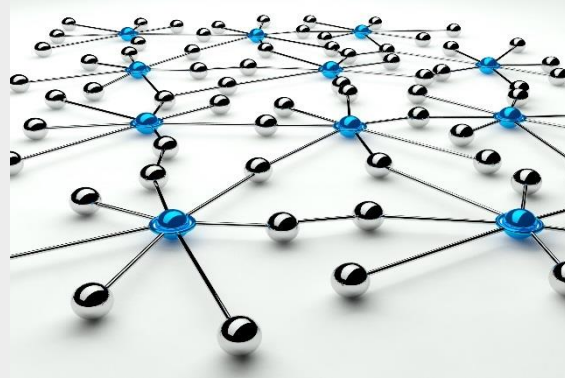
Companies have different requirements now than in the past

## Local Recovery



- Recovery near your primary office, another location or to work from home
- Location determined at the time of the disaster

## Resiliency from multiple sites



- Single facility could be inaccessible (widespread disaster)
- Alternative sites need to be available

## Guaranteed access



- No oversubscription
- No competition for seats at the time of a major widespread event
- Technology and cybersecurity solution
- Infrastructure to support working: **Anytime, Anyplace, Anywhere**



# Hurricane Harvey Case Study.



# Harvey Quick Stats ●



- **108 people lost their life**
- **Fortune magazine reported up the 500,000 vehicles destroyed**
- **51.88 inches in Cedar Bayou on the outskirts of Houston.  
"Harvey Broke a National Record Rainfall for a Single Tropical Storm," Vox, August 30, 2017**
- **Over 203,000 homes damaged by water**
- **Nearly 700 commercial buildings were damaged according to the Texas Department of Public Safety**

# Harvey Quick Stats for Regus and Pronto



- **68 Recoveries, 1,136 desks**
- **IT equipment was prepared and mobilized to ensure there was enough inventory available to support all clients**
- **4 firms activated recovery plan prior to landfall, 35 in week one, 29 in week two**
- **385 enquires for recovery space from firms that did not have a formal recovery plan with 3<sup>rd</sup> party vendor**

# Activating prior to Impact.



- **200 Seats in the Woodlands**
- **25 Seats in Dallas**
- **10 seats in Austin**
- **5 seats in College Station**



# Activating After Harvey Impact.



- **896 Seats**
- **64 Companies**
- **Last client moved out in the middle of March 2018**

## •Conclusion

**Workplace recovery is a useful business continuity strategy which may help raise overall levels of resilience. If deployed appropriately as part of a holistic business continuity program, workplace recovery can enable organizations to deliver priority products and services during times of disruption.**

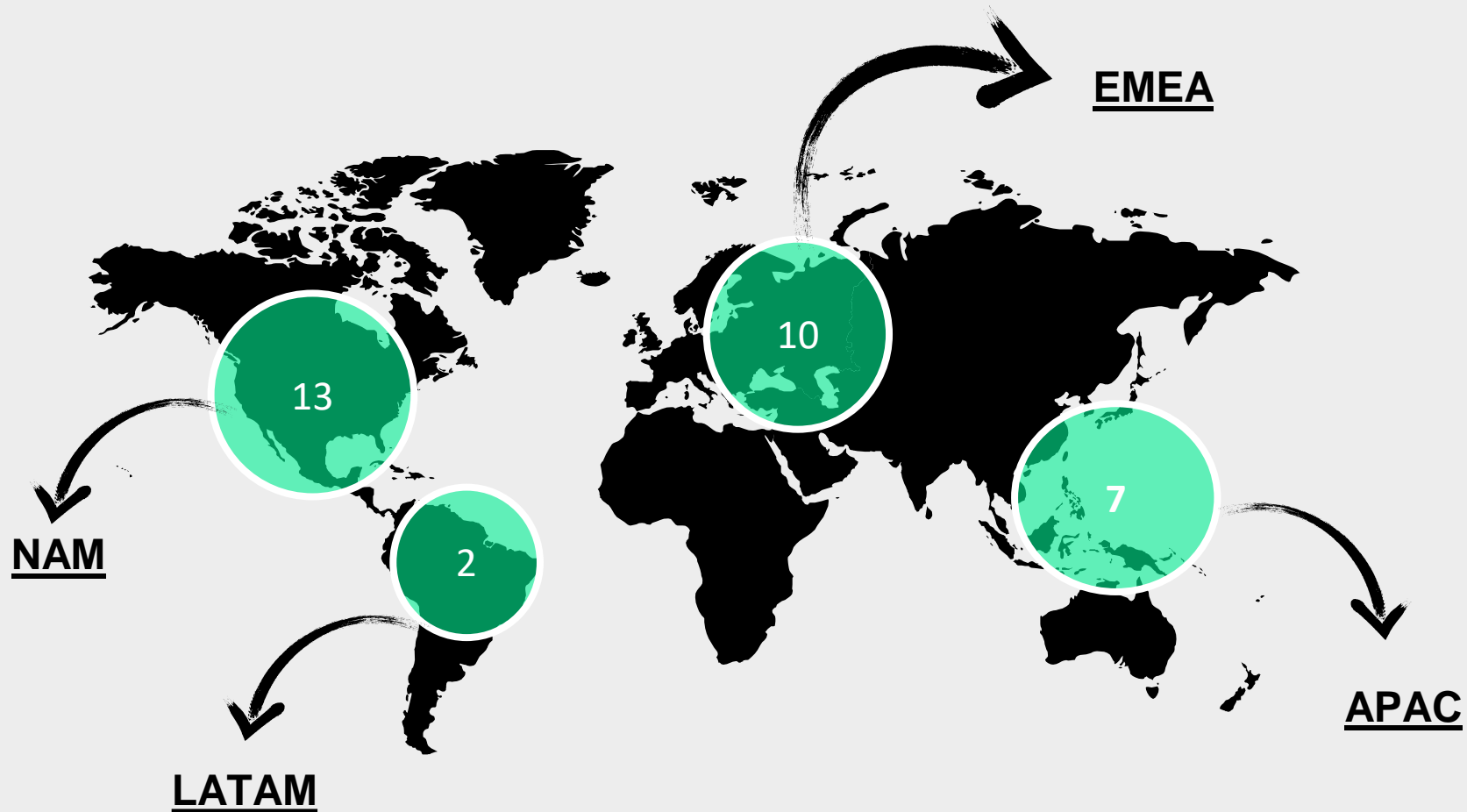


- 1** •**Effective business continuity and resilience rely heavily on the 'human factor'.**
  - The success of a chosen strategy such as workplace recovery depends on its proper implementation by staff, led by a capable business continuity or resilience team. Results reveal experts have a basic level of confidence in the capability of staff to effectively execute workplace recovery during disruption. However, there are still gaps in awareness and implementation that need to be addressed.
- 2** •**The safety of employees remains a key priority for both workplace recovery experts and end users.**
  - This needs to be articulated by practitioners as it can facilitate staff buy in into workplace recovery and enable embedding of business continuity throughout the organization. While priorities among experts and end users differ down the line, it is useful to communicate the importance of workplace recovery as a chosen strategy in appropriate language and along staff priorities.
- 3** •**Adverse weather is a key driver for invoking workplace recovery arrangements.**
  - It is important for practitioners moving forward to revisit their adverse weather policies and their arrangements for dealing with denial of access arising from inclement weather and its effects like flooding. Ensuring continuity and resilience regardless of adverse weather would require deploying appropriate tactics (e.g. working from home or an alternate site) that fit an organization's context and operational constraints.
- 4** •**Working from home remains a common tactic in delivering workplace recovery.**
  - Many employees also reveal a preference for working from home during an incident. This may be related to their desire to be close to their families during a crisis – a fact that should be strongly considered prior to selecting a single recovery facility that is a long distance from where the employee lives. This also carries significant implications to organizations such as ensuring that employees' homes are conducive to such an arrangement from a business continuity, risk or health and safety perspective.
- 5** •**Validation is key to the success of workplace recovery or any other strategy deployed as part of a business continuity plan.**
  - The results show how experts use a variety of methods to validate the effectiveness of their workplace recovery arrangements. Nonetheless, there is still a minority of organizations who do not validate their arrangements at all. This must be addressed in future awareness efforts.



# About Pronto.

- Primary business is quick ship of IT hardware and alternate email and communication solutions— over 30 depots strategically placed worldwide
- Quick ship hardware is delivered within 24 hours or less— pre-imaged and ready to use



***Thank you!***

For a copy of the research report for your organization, or to learn more about our Workplace Recovery solutions

please contact us at [info@prontorr.com](mailto:info@prontorr.com)