



# Business Continuity: HURRICANE IRMA

## CHALLENGE

Hurricane Irma severely affected the travel and hospitality industry in Florida in 2017, leaving many travelers stranded and in need of customer support. The decision was made to shut down the client’s brick-and-mortar facilities in Southern Florida and send all their employees home for their safety. The client requested Arise’s help with over 14,000 additional hours with less than 48 hours’ notice to cover all lines of business.

**Client Details:**  
Leading Global Travel and Hospitality Giant

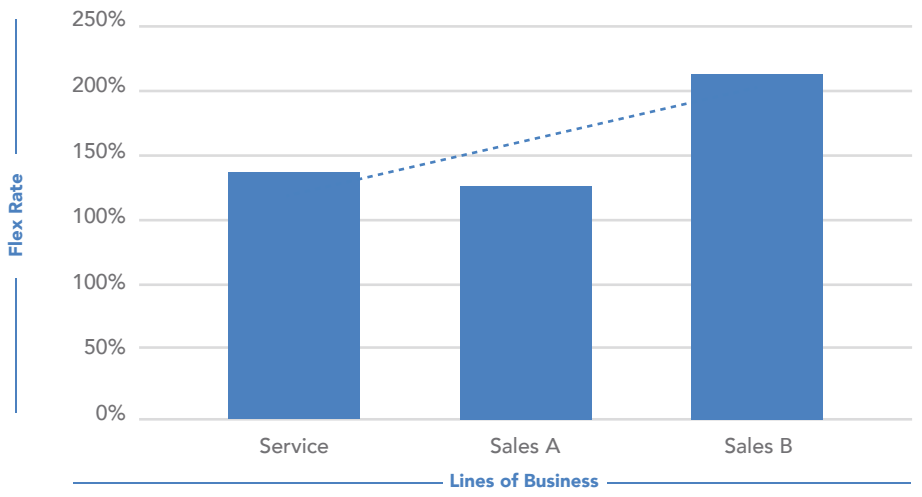
## SOLUTION

- Arise immediately notified Service Partners using the platform via email & text of need for additional hours required.
- Arise posted and responded to additional hours requests within 10 minutes.
- Arise provided the client with updates every 2 hours.
- Service Partners outside of strike zone were given preference to absorb the hours.
- In the end, the Arise Platform supported the closure of two internal facilities for a total of 72 hours, handling 100% of the volume.

## RESULTS

- Service Partners using the Arise Platform were able to flex 137% on average across all three lines of business to absorb:
  - Forecasted Hours
  - Unexpected (additional) Hours
- Service Partners using the Arise Platform handled an additional 11,000 calls across all lines of business from previous year.
- Service Partners using the Arise Platform answered 98.72% of offered calls.

Program Level Flex Rate



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