



Nationwide Insurance - Emergency Response



Client: Nationwide Insurance

Project type: Emergency Response

9/4/04 - 10/8/04

Alabama and Florida

Requirements

- Provide minimum 3mbs/3mbs high-speed internet connectivity, VoIP, and wireless local area network, shared simultaneously at multiple locations separated by hundreds of miles.
- Pods must be mobile and rapidly deployable and fast to set up in the field.
- Assist Nationwide field agents in Alabama and Florida in the wake of hurricanes Ivan, Jeanne, Charlie and Frances.
- 24X7 on-site and technical support.

Challenges

- Mobile command center with no climate control, no permanent power and no existing structural wiring.
- Data security critical concern.
- Must be deployed within 24 hours of hurricane making landfall.

Solution

- VSAT Ku based mesh network providing high speed internet connectivity with satellite phones for interlocation telecommunications.
- Used 3DES Encryption hardware and software to secure data.
- All applications routed via Nationwide proprietary router and used WiFi access points to provide wireless network.
- 10 wireless laptops, 15 VoIP phones, and 10 satellite phones provided per pod.
- Used 2 6000 watt generators per pods.

Results/Outcome

- **Hurricane Frances (Labor Day Weekend)** - Deployed 4 technicians and all equipment from FT facility in Atlanta, GA to remote locations in Fort Pierce, FL and Vero Beach, FL within 24 hours of landfall. Once on site, system operational within 2 hours of arrival. 3Mbs/3mbs connectivity and all peripherals running. Connected to customer hub in Ohio. Assisted 20 field agents and IT reps for approx. 1 week. Customer covered 35 mile-radius.
- **Hurricane Ivan** - Deployed 6 technicians and all equipment from FT facility in Atlanta, GA to remote locations in Fort Walton Beach FL, Pensacola, FL, and Mobile, AL within 24 hours of landfall. Once on site, system operational within 2 hours of arrival. 3Mbs/3mbs connectivity and all peripherals running. Connected to customer hub in Ohio and to local field service facility. Assisted 40 field agents and IT reps for approx. 2 1/2 weeks. Customer covered 35 mile radius.
- **Hurricane Jeanne** - Relocated Pod and technicians from Mobile, AL to Vero Beach, FL within 24 hours of landfall. Once on site, system operational within 2 hours of arrival. 3Mbs/3mbs connectivity and all peripherals running. Connected to customer hub in Ohio. Assisted 10 field agents and IT reps for approx. 1 week. Customer covered 35 mile radius.