



Client Notification – 23rd September 2009

Augentius Business Continuity Event

On the afternoon of Tuesday 22 September 2009, at 14:30, all primary power was cut to the Augentius offices at Two London Bridge.

The power outage, believed to have been caused by a fire at an EDF Energy substation at the Elephant & Castle, affected the power supply to our London Office, notably affecting London desk computers and London direct dial telephone lines. Our secondary power source ensured that the servers, main telephone switchboard and data storage were not affected, and no data or information was lost.

Within minutes of the power outage, our Business Continuity Plan was invoked and essential processes were continuing as normal without having to invoke the full Disaster Recovery procedure. All staff were immediately queried on current client essential workloads and deadlines. Those respective clients were contacted and plans put in place to ensure all such work and deadlines were met.

On contacting the power company, they advised that 12 different postcode regions in South East London were affected and no estimate could be given as to when power would be restored.

Our servers were functioning normally on the backup generator and, with all information protected and available, we immediately set up a reduced number of computers to continue business as normal. Our other global Augentius offices experienced zero downtime due to the resilience of our IT platform and, as such, the Business Continuity concentrated solely on the London office location.

Power was restored to Two London Bridge at approximately 17:10, systems returned to normal and London teams recommenced with work. Despite this interruption, all our efforts were successful and Augentius ensured that all agreed client deliverables were met. There have been no further power disruptions.

Ian Kelly, Partner and COO