Earthquake
Lessons and Preparedness

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The Shock

- Not prepared to absorb the Shock
- Present in over 65 districts – 15 key districts affected
- Work places considered unsafe
- Majority of the staff from most affected regions
- External infrastructure - Pole to Pole connectivity + Power failure
- Critical service provider – portfolio of customers
Absorbing the Shock

- 11:55 AM Earthquake – 4 PM Course of action
- Primary action - well being of the Staff
- Voluntary workforce – only 5% work force available
- Gauged the PoPs and Network – all OK
- Emergency Task Force
- Temporary communication – Viber (improvised)
- Customer points affected – Priority to Humanitarian Agencies, security forces, BFIs
Connectivity Scenario
- Pole to Pole
- Unmanaged and Untagged
- Messy
- Multiple Point of Failures
Operations

Technical Support
Business Continuity Measures

- One of the few Operators active
- All business related new connections on hold
- Critical connections identified
- Majority of the work – relocation and last mile maintenance

- Arranged free internet service to all (on premises) and voluntary coordination groups including 100 Mbps to Emergency Telecommunication Cluster (WFP)

- Started Maintenance work in Gorkha (Epicenter District) within 3 days of Earthquake
The Aftershock

- Better prepared – Critical tasks already identified
- Better equipped – ETF deployed
- Business Continuity on full swing – Handled tasks better than the Shock
- Better understanding of the implications – Short term and long term plans
Business Initiatives

- Documented Business Continuity Plan
- Emergency Task Force on standby (key staff)
- Critical Customer Points identified
- Regular Customer Interactions for disaster management
- Enabling our Partners/Customer - Consulting, Developing Data Centers, Redesign of their Network & Security
Subisu Initiatives

- Network redesign to absorb such disasters – 20 Gbps traffic enabled
- Two Data Centers (Kathmandu - DS & Butwal - DR) to run all critical services
- Solar Back up for PoPs
- Use of wireless technology in seismically active zones
- Employee support – compensation to 143 affected employees
- Provided relief contribution to PM Relief Fund
Thank You!