

Regus recovery plan to the rescue.



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Client

Maidenhead online conveyancers Gordons Property Lawyers got a shock when their electricity went down – but were soon back in business thanks to their Regus Restart workplace recovery plan.

Challenge

A local victim of the cold spell was Maidenhead firm Gordons Property Lawyers, a top property conveyancing business working both online and over the phone – provided they have electricity. "It was the coldest day so far, and when our staff arrived and the air-conditioning was down they switched on lots of back-up heaters at the same time and blew the power supply to most of our offices," explains Gordons' Operations Director, Paul Norris.

"I have nothing but praise for Regus, the service was rapid and flexible, the accommodation was highly professional, the staff were fabulous and couldn't do enough for us."

Paul Norris, Operations Director
Gordons Property Lawyers

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We activated our Regus Restart workplace recovery plan about 10 o'clock, and by 11.15 am, 20 of our staff were relocated into a Regus centre 6 miles away.

Solution

"We activated our Regus Restart workplace recovery plan about 10 o'clock, and by 11.15 am, 20 of our staff were relocated into a Regus centre in Slough about six miles away, enabling our core products to run from Maidenhead and Slough.

"We can't afford any downtime in our business, and processing hundreds of mortgages a week means any lost custom would far exceed the cost of recovery. Some companies may think of these policies as an extra cost – but think of the cost of not being able to operate."

Outcome

With the business reliant on its online and call-centre presence, Gordons' dozen separate numbers – which receive up to 1,000 calls a day through their customer contact staff – were quickly re-routed through the Regus switchboard.

"I have nothing but praise for Regus," adds Paul. "The service was rapid and flexible, the accommodation was highly

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**Paul Norris, Operations Director
Gordons Property Lawyers**

professional, the staff were fabulous and couldn't do enough for us. And our own staff's response was positively Churchillian!

"It was a real tick in the box for both Regus and our people." Although Regus Restart policies are designed to allow for up to 10 days free accommodation at any of the 160 Regus centres in the UK, Gordons' electrical problem was solved the same day and staff could return to its Cordwallis Park offices.

"Recovering the staff to Regus was a better alternative than sending them home and losing a day's business. We avoided any inconvenience to our clients," says Paul. "For all we knew, we could have been without power for several days."



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