

# A supply chain disaster recovery story

## Fighting fires with Kinaxis RapidResponse

In the early morning hours of October 9, 2017, homes in the area of Keysight Technologies, a provider of electronic measurement solutions in Santa Rosa, California, were ordered to evacuate.

The Tubbs Fire swept through the region, impacting Keysight's headquarters and the surrounding community. Keysight and its employees faced the daunting challenge of responding to the fire damages and loss of operational capabilities.

**Discover how Keysight managed its immediate response and recovery using RapidResponse to meet every customer commitment.**



### Road to recovery

With the initial disaster response stabilized, Keysight supply chain teams utilized RapidResponse to help manage operational recovery. As resources were deployed to rebuild operational capabilities, RapidResponse provided key analytical information, impact simulations and supply chain information flows, allowing faster recovery while meeting customer commitments. Vertical supply chain visibility in RapidResponse enabled quicker access to critical prioritization information. No customer orders were canceled due to the impact of the wildfire.

In total, the 2017 Tubbs wildfire resulted in the devastating loss of 22 people with more than 5,600 structures destroyed. Keysight took a people-first approach to disaster response, utilizing community relationships and its One Keysight values across organizations to quickly respond and recover. With the help of RapidResponse, Keysight was able to leverage the complete visibility across its vertical supply chain to successfully mitigate disaster for the company and its customers.

Keysight gave a new meaning to fighting fires. By knowing sooner and acting faster, Keysight was able to avoid any customer cancellations, recover from the wildfires in the first half of FY18 and achieve the highest revenue levels in company history in the third and fourth quarters consecutively.

Learn more about how Keysight Technologies used RapidResponse to help manage the unexpected

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