

## Case Study



# Rebuilding Puerto Rico

## Hurricane Maria Restoration Project

When Category 5 Hurricane Maria swept over Puerto Rico in September 2017, it was the worst natural disaster in recorded history to hit the island, causing catastrophic devastation to communication infrastructures.

A Tier 1 customer enlisted the aid and support of KGPCo to stand-up emergency recovery warehouses across the island to receive, manage, and tender all equipment required for restoring network connectivity across the island. Within two weeks of the request, KGPCo deployed a team of material managers, IT techs and IT equipment to the Puerto Rican cities of Aguadilla, Cataño, Ceiba and Ponce.

### Inventory Control System Implementation

On location, KGPCo developed and implemented stand-alone inventory control systems across the customer's four locations. The team assumed management of all aspects of material handling at each location which involved material receiving, stocking, material cycle counting, order processing, order picking, and order tendering for local Contractor pick-up for their network restoration work.

Without power and internet, which were inoperative due to hurricane damage, KGPCo utilized generators, rugged printers and laptops, and inventory control software to deploy the inventory control system and IT equipment. KGPCo successfully operated the four locations in this manner with no readily available electricity or internet for months, given the extensive destruction across the island.

As part of the business case, KGPCo developed a Master Item Catalog for all items expected to be required by Contractors for the network restoration efforts and set up inventory management processes to ensure material availability for the business-critical rebuilding initiative.

A custom reporting system was also developed which delivered daily reports to the customer. To achieve transmission of the reports via email KGPCo personnel traversed the island each day to locate a dependable internet connection.

KGPCo continued inventory management and deployment operations in Puerto Rico through the end of 2018 in support of the customer's work rebuilding Puerto Rico.



**To learn about KGPCo's Disaster Restoration services visit [www.kgpc.com/disaster-restoration](http://www.kgpc.com/disaster-restoration)**