

When Devastation Hit, Satellite Provided the Reach for Helping Hands

ABOUT

In the aftermath of the 2010 Haiti earthquake, two former Marines noticed a disturbing problem: Emergency disaster relief was dangerously slow, leaving survivors without critical resources like water and medical care. Assembling a small team of veterans, they deployed to Haiti and provided critical aid to thousands of survivors, and Team Rubicon was born.

Since then, Team Rubicon has united the skills and experience of military veterans together with first responders to rapidly deploy emergency response teams, free of charge, to communities affected by disasters. Team Rubicon currently maintains a roster of 110,000+ volunteers ready to offer vital assistance throughout the world at a moment's notice.

CUSTOMER CHALLENGE

On September 1, 2019, Hurricane Dorian made landfall in the Bahamas as a category 5 storm. The resulting devastation wiped out critical communications services—hobbling relief efforts.

Medical and disaster response teams on the U.S. mainland couldn't communicate with teams in the Bahamas to provide the necessary relief resources. More lives would be lost unless an immediate solution was found.



Connect and coordinate disaster response teams with terrestrial communications and power gone

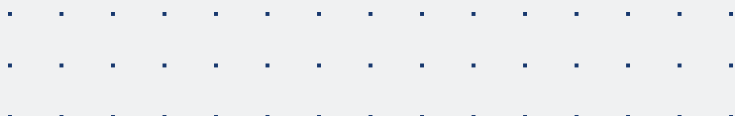
HOW WE HELPED

Within 24 hours, Intelsat General helped bring essential communications back online in one of the hardest hit areas.

In cooperation with GATR Technologies and the Global Disaster Immediate Response Team (DIRT), satellite connectivity terminals were deployed, enabling the massive support effort. And Wi-Fi provided through Intelsat FlexGround kept Team Rubicon teams safe and tightly coordinated amidst the chaos.



Supplied FlexGround, a quick-to-deploy communication solution, enabling Wi-Fi connectivity for emergency response teams amidst the chaos





RESULTS



FlexGround satellite connectivity solution was immediately established and provided remote support to Team Rubicon Forward Operations Basecamps, ensuring reliable broadband in relief areas



High-throughput Intelsat Epic satellites provided significant improvement and cost savings in communications over the previously used SatPhones








Using communications services provided by Intelsat General and partners, Team Rubicon volunteers were able to quickly coordinate relief efforts



By providing vital communications, Intelsat gave survivors a lifeline to displaced friends and family when they needed it most



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