

Initiating Business Continuity Management

Business Continuity Management is the procedure that helps manage risks to the seamless running of an organisation or delivery of a service, ensuring continuity of critical functions in the event of a disruption, and effective recovery afterwards.



It is a government objective that all organisations have a clear understanding of business continuity and its importance, and foster discussion of how best to achieve business continuity.

With new regulations such as Corporate Governance and Sarbanes Oxley, Business Continuity Management has now become a business imperative.

Why Business Continuity?

In recent years, organisations around the world have begun to realise that there is a critical need for Business Continuity Management.

It is important that when considering how and when any measures are introduced that guidance is sought to ensure the planning and implementation is conducted in an efficient and cost effective manner.

The analysis of an organisations' requirements needs to be wide reaching involving considerations of all stakeholders both internally and externally.

It is not uncommon for a business to fail to recover from a disaster and the reason is often failure to protect the infrastructure and those that use it.

Consequently customer expectations are no longer met and the image of the organisation is damaged.

The importance of technology in Business Continuity Management

A growing need for and indeed many answers to Business Continuity and Risk Management lies with ICT

Key Benefits

- Protect investment
- Meet customers expectations
- Tried and tested guidance
- Minimise down time
- Reduce risk
- Satisfy all stakeholders
- Improve ways of working

(Information and Communications Technology). IP Communications and the Convergence of voice, data and video systems onto a single network means the importance of your systems and their resilience are now more crucial than ever.

Applications and systems are centralised for access and ease of management across the organisation and with a growing demand for accessibility 24 x 7, Business Continuity Management has rightly emerged as a key boardroom priority.

In today's world of flexible IP communications there are many options for using technology to help ensure continuity of service, enhance resilience and importantly minimise any disruption to the business.

What Britannic can do for you...

We build resilience into the fabric of our solutions to support continuity of service. We work with our clients to conduct a full 'holistic' review of their current

communications and technology infrastructure and how the latest solutions can be implemented to best fit their requirements, ensuring a comprehensive, strategic business continuity plan to protect their business infrastructure and reputation.

Many organisations are implementing the new requirements laid out in the Business Continuity Management (BCM) BS25999 Standard. By certifying to this standard, organisations are showing that they are taking business continuity seriously which reflects favourably on them to their customers. Business continuity is not a luxury but a necessity and certification helps to implement the changes and ensure that they are properly complied with.

These new standards for BCM BS25999 are causing greater demand that the same standards are met by organisations in the supply chain. The need to meet these standards is becoming part of corporate governance.

We offer a number of key components as part of our solution which will help support your business continuity plan :

- A fully redundant and resilient network
- Resilient connections into our SIP exchange
- Dual power feeds
- Diverse network connections
- High availability through the introduction of UPS and generators
- Live mirroring via SAN technology

We work with you to establish alternative pre-determined **continuity routing plans** which will

automatically reroute calls across the network in the event of any disruption to service. We can change routing plans on individual DDI numbers either automatically or within minutes for ad-hoc changes.

“We are extremely happy with the way Britannic have helped us grow our business. Their call routing solutions are excellent and we now have an automated disaster recovery plan in place in the event of line or PBX failure.”

Thomas McGhie, Director, Easy As HGV Ltd

Non Geographic Numbers

Use of Non Geographic Numbers (i.e. 0845, 0870, 0800), gives you the flexibility to seamlessly divert your business telephone number(s) to any location or mobile device in less than 60 seconds. Using our online Customer Zone when an unexpected problem arises, ensures that your business can function as normally as possible.

Mobility

Our home, mobile and remote working solutions enable your users to securely access the same information and business critical applications as they would in the office, from any location. This is achieved through a secure Virtual Private Network (VPN). Users continue to be contactable by the same DDI or contact number regardless of location.

Uninterrupted Power Supplies

Our Uninterrupted Power Supplies managed solution ensures that your business will be able to function in the case of a power outage. Utilising batteries to bridge the gap between any mains failure and the start up of the generator, enables your business to continue working as normal..