

A global financial exchange needed a business continuity strategy and plan in order to manage their operational risk and ensure they could operate following a disaster.

## The Problem

The exchange did not have an adequate business continuity and disaster recovery plan for their back office operations to address a disaster. They wanted an assessment of current capabilities, a technology and business recovery strategy, along with implementation of the strategy to reduce their business risk. They wanted the plan and strategy verified through testing to ensure they had an effective plan to manage operational risk.

## Technical Environment

The exchange had primary site redundancy for some of its critical platforms but did not have a plan that would allow it to continue key operations should their primary site be impacted. There would be significant business impacts if the primary site was unavailable for an extended period of time. There was a need for both an alternate site technology strategy as well as a business end user alternate site strategy. The technology included UNIX and WINTEL servers that hosted front and back office applications, including an ERP application.

## The Solution

Working with the Business Continuity Director and other Senior Management, eContinuity utilized its proven business continuity planning methodology to:

- Identify business impacts that a serious incident would cause over time as far as revenue loss, customer service, regulatory and other business impacts.
- Identified key business processes, applications and required recovery time objectives (RTO) and recovery point objectives (RPO) that the technical strategy would have to meet in order to minimize business impacts and losses.
- Presented management with strategy options and costs to evaluate, which provided them with varying levels of operational control and recovery capability which would meet the previously identified requirements.
- Helped management evaluate the offerings, capabilities and pricing of internal and external options in order to select a cost justifiable strategy.
- Worked with BC Director on the implementation of the technical and business alternate environments as well as creating the full written plan.
- Worked with BC Director in coordinating and executing the first full business continuity exercise involving business and technical teams and reporting results to management.

The end result was that the exchange now had a viable business resumption strategy and plan in place that reduced and managed operational risk and could be expanded upon as business grew.