

A global alternative investment company was implementing a high availability data center and wanted a full business continuity plan, as well as verification, that the business and technology recovery strategy were aligned.

The Solution

eContinuity worked with the firm to implement a comprehensive business continuity plan that documented business continuity procedures for the business and technology teams, and also ensured that the new data center reflected the business resumption requirements of the business. We worked with the globally located business teams creating a full business continuity plan that would allow the company to continue critical operations following a disaster. We also provided senior management with a crisis management team plan so that they understood their role in managing an incident and resuming business critical operations while out of their primary work location.

Below is an overview of some of the milestones completed during this project.

Business Teams

- Interviewed business teams at all global locations by conference call to identify key business processes and loss impacts over time resulting from either loss of supporting technology or business unit location.
- Determined business process and application recovery requirements by location.
- Provided management with a global view of recovery time requirements for each business unit.
- Verified that business recovery time objectives and recovery point objectives were met by technical plan.
- Created crisis management and communications team plan for senior management.
- Created evacuation procedures and provided teams training on evacuation and safety procedures.
- Identified business recovery team members as well as roles and responsibilities during business resumption.
- Identified alternate procedures for business processes that were important but did not require a high availability solution.
- Communicated the technical resumption strategy to the business units so they knew what to expect from minute one through day 30.

Technical Teams

- Identified technical recovery requirements, recovery time objectives (RTO) and recovery points objectives (RPO) needed to minimize a disaster's business impact and support required business recovery time frames.
- Provided technical teams with more insight on key business processes, priorities and requirements following a disaster.
- Identified additional recovery requirements that needed to be provided by the technical teams to support business resumption.

The end result of the project was that the firm now had an integrated technology and business resumption plan which reduces their operational risk and provides current and potential investors with assurance that they can continue business following an unplanned disruptive event.

For more info on our business continuity and disaster recovery services please email or call us.