

BUSINESS CONTINUITY AS A SERVICE

 **DATABOX**³⁶⁰

 **Databarracks**



CONFIDENCE IN CONTINUITY



From the launch of the UK's first managed online backup services over 15 years ago, to our leading Disaster Recovery as a Service (featured in Gartner's Magic Quadrant for 3 years in a row), we've been making enterprise-class continuity, security and resilience accessible for organisations of all sizes.

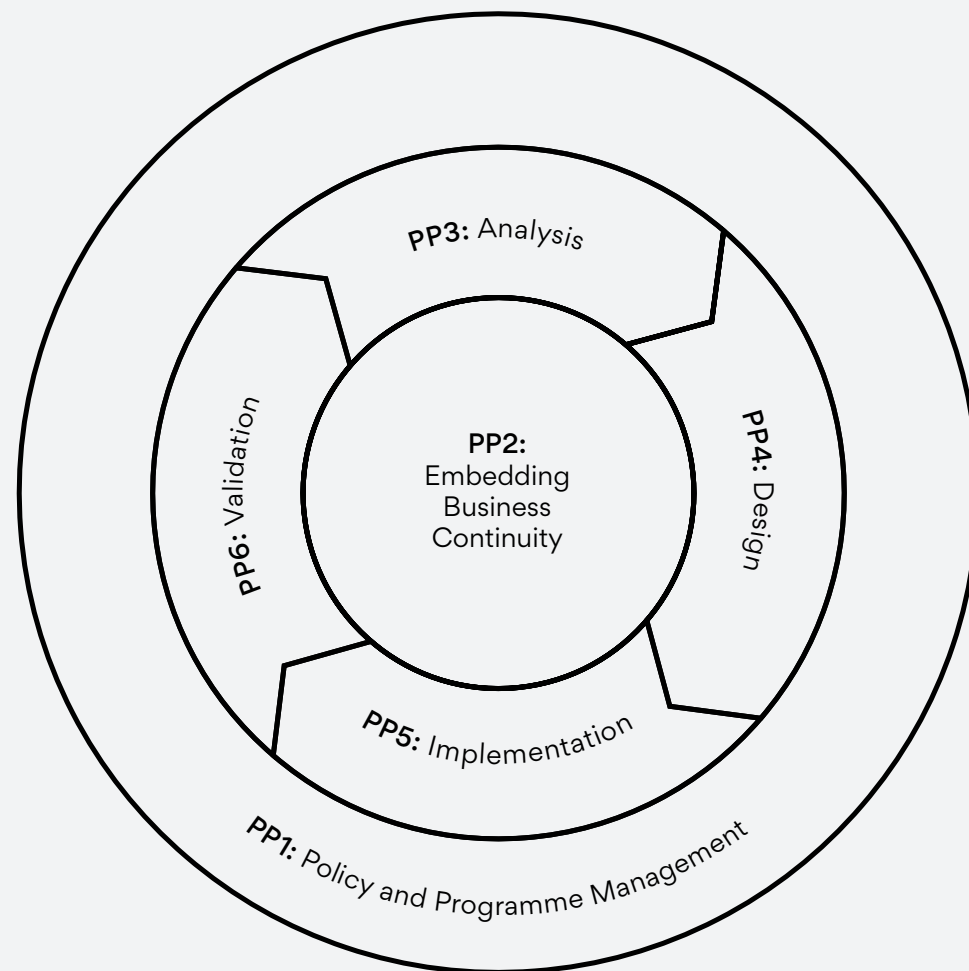
A personalised methodology, delivered by experts

Business Continuity as a Service is a managed continuity framework that delivers specific, proven solutions to the distinct threats you face.

BCaaS solutions are designed around the Business Continuity Management lifecycle Professional Practices (PP), as defined in the Business Continuity Institute's Good Practice Guidelines – and delivered by industry experts.

Across a six-phase engagement, BCaaS identifies the critical operational and technical risks facing your organisation, and delivers awareness, mitigation strategies, and practical response plans to address them.

BCM lifecycle management practices



Ongoing, adaptive continuity

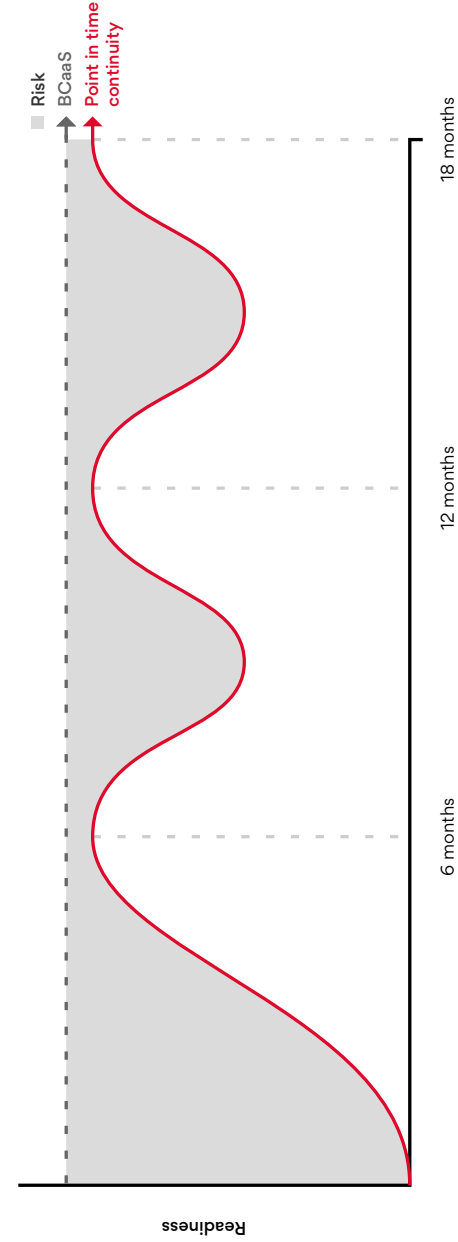
BCaaS is different from most point-in-time continuity activities because it seeks to embed resiliency and preparedness as a permanent mode of operation.

Most traditional BC plans don't stay relevant for long after creation. They're built once and left to stagnate until the next review cycle. Our unique framework aligns our continuity experts with your business to constantly monitor, assess and update plans accordingly. That means any changes in your business are always reflected in your ability to respond.

Resilience against disruption is a muscle to be exercised, not a finish line to reach. Your ability to withstand and recover from potential downtime must be rehearsed, evaluated, and improved upon on a continual basis. That's why our BCaaS service includes regular rehearsals and review as standard.

Continuity engagement over time

Point-in-time continuity planning produces peaks and troughs in readiness. BCaaS delivers sustained resilience against changing risks.



Your risks are unique. Your continuity planning should be too.

Business continuity is inherently personal. Your threats, risk appetite, dependencies and requirements are unique products of the way your organisation works, the technologies it runs on, the people you employ and the customers you serve.

Good continuity is the product of listening, and BCaaS is built to support broad participation in planning and incident response across the organisation. Resilience is at its strongest when everyone is aware, engaged and which is why our experts deliver regular awareness and training regimes designed to be inclusive and accessible for a wide audience.

Nobody knows your business better than you, and nobody knows recovery better than us.



HOW IT WORKS

Business Continuity as a Service is delivered across 6 distinct phases that align with the BCI's BCM lifecycle management practices.

Phases 1 & 2: we embed within your organisation to discover and analyse your unique risk profile.

Phase 3: we provide clear, concise reports on our findings that increase awareness of your unique continuity challenges, and form the cornerstone of your bespoke strategy.

Phase 4: having agreed your strategy, we design, implement and validate, business continuity and crisis management plans as informed by our findings.

Phase 5: sees all preparation and planning put into practice; with implementation and exercising across senior management, the crisis management team and wider employee base.

Phase 6: we assume ongoing management of your business continuity planning, annually exercising, validating and improving your resiliency against your agreed risk profile and unique threat landscape.

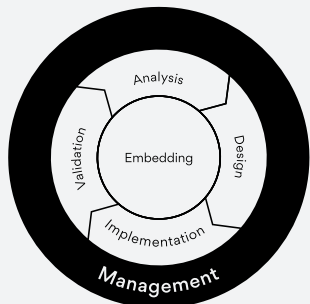
Phase 1: Discovery

Engagement
Initial High-Level
Workshop

Outcome
Business Continuity
Maturity Assessment &
Programme GAP
Analysis

BCaaS starts with an initial high-level discovery workshop to determine the maturity of your current continuity capabilities. We collaborate with senior stakeholders and key service owners to determine the accuracy of your current risk expectations and identify how pre-existing risk mitigation mechanisms can be improved.

The output of phase one is a Business Continuity Maturity Assessment – a document that base-lines your current continuity activities and outlines areas for improvement in line with established best practices.



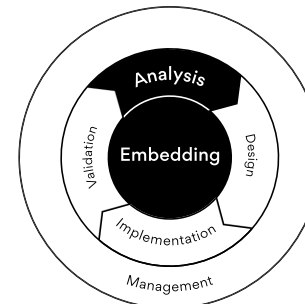
Phase 2: Embedding & Analysis

Engagement
In-depth Workshop,
Staff Interviews

Outcome
Business Impact
Analysis

In phase 2, we embed with your organisation to learn how things work. We build a comprehensive tableau of continuity requirements as defined by users, through interviews with nominated department heads, direct reports and other key stakeholders.

The output is our view of how prepared your business is – via a Business Impact Analysis – a detailed analysis of how loss of people, property, assets and sub-contractors would impact your business following an incident.



Phase 3:

Awareness & Reporting

Engagement

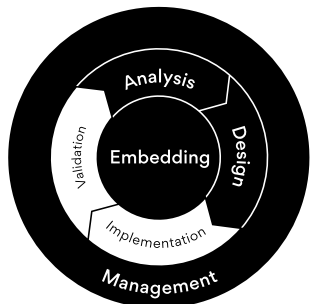
In-depth Workshop

Outcome

Risk Register & Matrix,
Cost of Downtime
Assessment,
Business Service
Dependency Mapping

In phase 3, we take the information gleaned from the BIA and work with you to create key awareness and reporting materials that are unique to your organisation and underpin many external audit requirements.

These outputs include a corporate Risk Register highlighting known & perceived risks and mitigation actions; Cost of Downtime Assessment to help identify the correct level of investment in resilience and a Dependency Map identifying how critical services rely on people, property assets and suppliers for their continuity.



Phase 4:

Mitigation Planning

Engagement

Design Confirmation
and/or Workshops

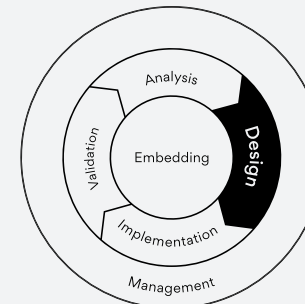
Outcome

Business
Continuity Plan,
IT Disaster
Recovery Plan,
Crisis Communication
Plan & Platform,
Awareness Training
Materials

Phase 4 is where your unique continuity capabilities start to take shape, in the form of proactive planning, practical workarounds and purpose-built processes.

We'll take the risks and impacts discovered in the BIA, and formalise practical solutions that circumvent their effects in specific business continuity and IT disaster recovery plans. We'll establish a meaningful crisis communication plan and mass communications platform to ensure clear, accurate and timely information gets out to the right people during disruption.

We'll also create training materials to build awareness of new continuity and resiliency plans throughout your organisation, so that during tests and real incidents, everyone knows what to do, where to go and how to keep working effectively.



Phase 5:

Implementation & Exercising

Engagement

DR Test,
BC Exercising,
Tabletop Exercises &
Documentation
of Outcomes

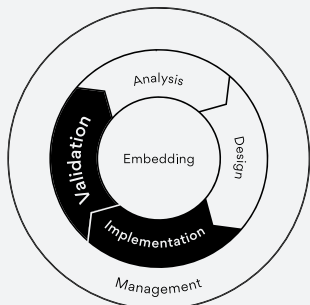
Outcome

Exercise Reports,
Mitigation Solution
Design & Plan Updates

Phase 5 is all about taking actions.

We bring into being the practical mitigation strategies, processes and workarounds that are captured in the BC and DR plans.

All suggested actions, methodologies and technical planning is fully tested, measured and reported on for accuracy. This includes tabletop testing with a variety of participants from around the organisation to ensure a good level of crisis management among staff, and full technical walkthroughs of stated recovery measures, including test failovers to the nominated recovery environment.



Phase 6:

Ongoing Management

Engagement

Monthly

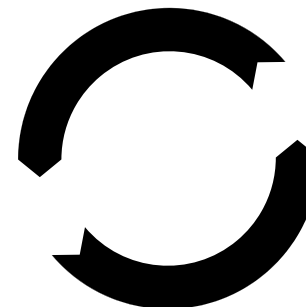
Outcome

Ongoing Maturity
Assessments,
Awareness Programme,
User & Business
Continuity
Team Training,
Improvement
Recommendations

Phase 6 is what differentiates BCaaS from other continuity planning services – regular engagement and exercising over time in order to keep your continuity plans up to date, relevant and well-rehearsed.

Continuity is a real and present need. It's not just a tick in a box – it's the knowledge that an incident could occur at any time without causing any major impact to your customers. You will always be ready.

We run regular ongoing maturity assessments on your business continuity and disaster recovery plans to ensure they align with your current recovery needs, and deliver regular continuity training for both your crisis management team and your wider staff. The more people engaged in the recovery process ahead of an incident, the more smoothly real recoveries go.



THE RESULTS

Create Continuous Continuity

Business Continuity as a Service delivers a sustainable framework for continuous continuity, ensuring plans remain relevant, effective and regularly tested.

We deliver this through the provision of expert resources that embed a deeply practical culture of continuity into your organisation. Whether crisis management and communications, technical audit, incident response, or risk and mitigation expertise, BCaaS delivers experienced professionals as a utility, enabling resilience and continuity at a fraction of the cost of traditional approaches.

**CONFIDENCE
IN CONTINUITY**

Discover how your organisation really works

Keeping track of change is hard. Without constant vigilance, your critical processes, key services and business objectives evolve silently, creating a knowledge gap between the perception of your operational needs and the reality of how-things-get-done.

One of the hidden benefits of BCaaS is that it delivers a window into the workings of your organisation, because it's built on a transparent and ongoing dialogue between risk owners and key business functions.

This not only creates an accurate and up-to-date image of how your assets and processes relate to your core objectives, it also reveals opportunities for efficiency gains between the resources committed certain activities, and the ultimate business value they deliver.

Additional Services

In addition to our core BCaaS engagement, we also offer further opportunities for training and end-user education, as well as extra assistance for mitigation solution design and support during test, or actual crises.

Cyber Awareness Training

Cybercrime has become the pre-eminent threat to every business. It is human behaviour, not technology, which will prove to be the most effective defence against the growing tide of cyber-attacks. The most common forms of attack today – from ransomware and phishing to social engineering – all have a common attack vector – user interaction.

Cyber awareness training is the single best way to significantly improve your resilience against the vast majority of threats your users are exposed to.

Data Privacy (GDPR) Awareness Training

As of May 25th 2018, UK businesses are subject to new EU legislation on the protection and handling of personal data. The principles of this legislation will continue to apply to the UK as a replacement of the Data Protection Act.

Databarracks was the first provider of managed online backup in the UK – we've been processing sensitive customer data for a long time, and we're well placed to help organisations understand how GDPR affects the rights of individuals to control the personal information that data processors and data controllers interact with every day.

Managed Crisis & Incident Response

Calm, confident leadership is an invaluable resource during a crisis. Unfortunately, it's difficult to cultivate without hard-won experience of costly disruption.

With BCaaS, you can secure a dedicated Managed Gold Commander, to be on standby, ready to support your organisation with direct, on-site management, co-ordination and leadership, as soon as disruption hits. In peacetime, they'll be in regular contact to stay up to date with your changing recovery needs.

Mitigation Solution Design

Business Continuity as a Service creates a continuity solution that reflects your organisation as it really is – we identify risks and dependencies, and mitigation strategies around them using the resources available.

However, where resiliency and preparedness requirements exceed current capabilities, it can be necessary to design new mitigation solutions from the ground up. Whether it's how you store and protect your data, provision replacement servers and communications, or provide immediate alternative office accommodation, our experts can help. We have years of experience in designing, negotiating and implementing IT DR and Business Continuity solutions, we can ensure you get the right service at the best possible price.

Contact Us

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