

ECS leads a full Disaster Recovery & Business Continuity review for insurance multi-national.

Overview.

This 'big six' insurance multi-national selected ECS to perform a review of current Disaster Recovery (DR) and Business Continuity Planning (BCP) and recommend strategic and operational changes.

The Challenge.

Following what was perceived as a successful annual DR test, the client wanted to take the opportunity to carry out a rapid review of its current DR and BCP solutions and processes with a view to:

- Clarify if the DR solution and practices, unchanged for over five years, were still fit-for-purpose;
- Assess the maturity level against industry standard good practices; and
- Identify any changes that are required.

An interim DR test took place to review some of the issues unearthed from the main test. The client then identified and implemented required improvements prior to the next full test cycle.

The Solution.

ECS delivered a three-pronged approach based upon the main cornerstones of good practice for service continuity management:



The ECS approach covers:

- 1 Continuity planning**, from risk assessment through to business impact assessment and requirement definition;
- 2 Recovery solutions**, from designs and testing through to management; and
- 3 Crisis management**, from incident escalation through to DR invocation.

ECS completed a full documentation review, interviewed over two dozen business stakeholders and subject matter experts and surveyed the main production and recovery sites. The DR / BCP maturity level was assessed against current industry good practices. The areas investigated and analysed by ECS included:

- Key service impact scenarios and prominent business risks;
- The business functions and their supporting applications;
- The critical business processes and their related IT service recovery requirements;
- The main production and recovery location capabilities and capacities, covering both data centre and workplace;
- DR/BCP processes, solutions and documentation;
- Major incident histories, test plans and recent test results;
- Incident, major incident and crisis management, including DR invocation processes; and
- Proposed strategic and operational roadmaps to improved maturity level.

What value did ECS bring?

Unrivalled Service Continuity experience: ECS' two lead consultants had over 60 years of Service Continuity experience.

Rapid and flexible deployment capabilities: Availability of the key expertise required to meet the client's accelerated schedule, and to supplement this core expertise with specialist input as needed.

Findings.

Some of the key findings include:

Finding 1: Recommendations to improve **Continuity Management**, e.g. specifically in terms of impact assessment, prioritisation and business collaboration.

Finding 2: Key strategic options were presented around **Recovery Solutions**, to enable more comprehensive and readily-supported recovery testing, closely aligned to business requirements; and.

Finding 3: Improvements were proposed across **Crisis Management** practices, primarily around ownership and awareness.

The benefits.

The engagement delivered key input to the board for decision-making and investment planning. This included a comprehensive report detailing the findings, service improvement recommendations and strategic roadmap scenarios to close the longer-term gap. The latter compared the key aspects of annual operating costs, capital investments needed, business effectiveness, adaptability (e.g. to other initiatives, such as cloud adoption) and business risk.



ecs.co.uk | 0207 403 0477

hello@ecs.co.uk