



**SUNGARD**

**BANCO NOSSA CAIXA**

Customer  
Success  
Story

While the threat of a disruption is universal, there are at least two variables that differ among every organization in the world: first, the methodology and scope of their continuity program; and second, the consequences should an outage occur for whatever reason.

Banco Nossa Caixa, located in Brasil with a workforce of over 15,000 employees, faces both these variables head-on. Considering they have 559 branches, 386 banking outlets and another 2,400 service points (including ATMs), and are the only government-owned bank in São Paulo (the largest city in the country) for entirely managing the State's funds and handling transfers to municipalities, that's a very good thing.

"We have a lot depending on our ability to avoid any type of disruption," said Alvaro Leis, Process Specialist Coordinator who is responsible for the continuity program at Banco Nossa Caixa. "And over the years, just like any other organization, we've realized that maintaining a continuity program has become a double-edged sword," he explained. "On one hand we must keep on top of the more traditional types of



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Information Security Manager  
Banco Nossa Caixa

disruptions such as weather events, technological breakdowns or even social events such as work stoppages or strikes. And now with standards like BS 25999, planners must become and remain compliant in accordance with these guidelines.”

To lead the fight in handling both these aspects for an organization as large and vital as Banco Nossa Caixa, careful consideration in choosing a business continuity tool is imperative.

#### SOLUTION OF CHOICE

“When we were in the market for a planning tool, we had many specifications and requirements that needed to be fulfilled in order to establish the continuity program we had in mind, said Jose Waldir Pacheco de Carvalho, Banco Nossa Caixa’s Information Security Manager. “Bottom line, LDRPS (Living Disaster Recovery Planning System) from SunGard Availability Services was the only option that hit every target we had – and it continues to do so today.”

Banco Nossa Caixa currently has ten LDRPS administrators and 250 end users building and maintaining plans in the product. Banco Nossa Caixa is bringing their program forward even further by migrating to LDRPS 10 and have recently purchased BIA Professional and Incident Manager powered by WebEOC.

“LDRPS has greatly increased our productivity and given us a great deal of security against any crisis,” said Leis. “It’s currently installed in our Intranet and has had very good acceptance by our end users, which makes all the difference in any planning environment.”

Pacheco de Carvalho also explained that using LDRPS has greatly helped them in standardizing their internal procedures in the BCM process and has been inserted into their value chain. “LDRPS has also helped with the analyses done by internal and external audits, assuring we comply with the corporate information security best practices, following the recommendations and resolutions made by the Brazilian Central Bank and other regulating and standardizing entities,” he said.

Banco Nossa Caixa’s connection with SunGard is made through its Authorized Representative in Brasil. “They have supported us on every level imaginable,” explained Leis. “They are a big reason why our program is such a success. And seeing that SunGard is the largest BCM software vendor in the world with its solutions used in both large and small companies, this type of personal and unique support demonstrates their capacity and dynamism in attending to the needs of their target market.”

## WORKING WITH BS 25999

The advent of planning industry standards has become fast and furious, and perhaps leading the charge is BS 25999 (NBR 15999 is the Brazilian translation of the English standard), a standard that establishes the process, principles and terminology of business continuity management.

Choosing to be more than just compliant with the standard, Leis talked about the decision to pursue BS 25999 certification. "Becoming certified to us was important because it put actions behind our words. An organization can promise their stakeholders every day that they take continuity seriously, but are they really doing anything about it? We wanted to prove our integrity and devotion and saw this as an effective way of doing it."

## STEPS TO CERTIFICATION

Becoming certified took a full seven months to achieve and is valid for three years – after which Leis and his team plans to renew.

With assistance from an external consulting firm to provide specialized manpower and audit experience in ISO 27002 and BCM processes and services, their certification process was obtained through accomplishing an impressive list of tasks:

- Internal pre-assessment
- Internal processes review and other required BCM documents
- Risk assessment in ICT infrastructure of SPB (Brazilian real-time settlement system)
- BIA in the critical business processes related to SPB
- Review of the Recovery Strategy of the SPB ICT infrastructure
- Business continuity plans development
- Plan test and simulation (both existing and new)

- Plan training and awareness
- BS 25999 certification issued for the ICT environment of SPB
- Total support and commitment at the Executive level of the bank

During the actual process, Leis noted that ad hoc adjustments were often necessary. "Changes were made after the pre-audit and after the audit itself when a few major points were raised. But since these types of things were expected, they were promptly corrected and audited again within a month."

When asked if he recommends obtaining certification, he doesn't hesitate to answer. "Absolutely. It's in any organization's best interest to balance their BCM processes with a guarantee of success in their overall BCM implementation."

## A CERTIFIED RECOMMENDATION

In hindsight, Leis considers the use of BCP software, in his case, LDRPS, to be vital in achieving BS 25999 certification. "By using the right supporting tools, you are given several key advantages like increased security and easy access to sensitive or privileged information for authorized users. And just as important, they help to standardize the support procedures of each business continuity process.

"LDRPS provided access to businesses and ICT process owners to review their plans and view a Plan Tree containing both contingency plans and incident response plans. It also guaranteed our plan's integrity by allowing users to review the plans that were only relevant to them. With that came security and a clear vision of what they were responsible for which took away any feelings of being confused or overwhelmed from our end users – and any person in my position knows the value of that."

## About SunGard Availability Services

Sungard Availability Services provides disaster recovery, managed IT, and information availability consulting services to more than 10,000 customers in North America and Europe. We also provide Business Continuity Management Software to customers globally.

Sungard Availability Services | 680 East Swedesford Road | Wayne, PA 19087 USA | +1-610-768-4120  
www.sungardas.com | as.software@sungard.com