

Business Continuity: Be Assured

CATCH THE WAVE

The world is changing by the minute, both your organization and external forces. It's time for a different approach. Be aware, be engaged, or be swept away.

Paradox of Compliance

Business Continuity (BC) plans for compliance won't cut it. Business leaders are demanding outcomes, asking if we can prove that we are resilient enough to recover.



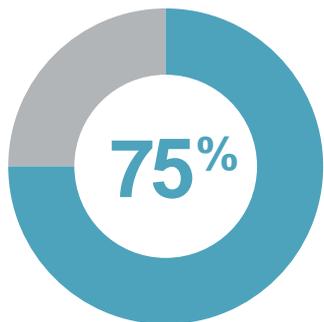
Checking the box doesn't translate to effectiveness.

Continuity and Resiliency at Crossroads

86% of companies experienced one or more instances of system downtime in the previous year, with a 60% human-error factor.



Of the companies with BC plans, only 15% believe their crisis communication is “very effective.”



Most BC plans aren't usable or accessible in disasters, becoming a deeper source of chaos. A Sungard Availability Services survey revealed that 75% of “compliant” plans are never used as-is during testing or disasters.

Should we stop planning? After all, BC plans are ineffective.

Crafting a detailed BC program is difficult because:

-  **Teams are out of sync.**
-  **Plan information isn't realistic.**
-  **Risk management makes employees nervous.**
-  **Proving that preparedness will pay off is difficult.**
-  **Real-time statuses aren't available.**

Companies also often cite other reasons, such as:

-  **Inadequate funding.**
-  **Insufficient skilled staff.**
-  **Lack of executive support.**

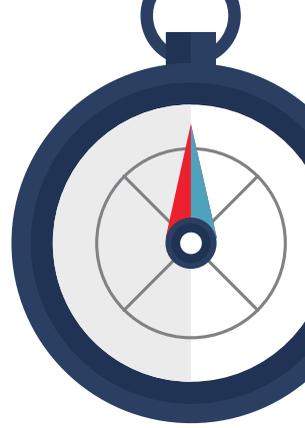
What if there was a way to quickly find and act on the exact information needed for an incident?



“In preparing for battle, I have always found that plans are useless, but planning is indispensable.”

— Dwight D. Eisenhower

What if you could call an incident before it strikes?



Can we anticipate coming issues, problems, and disasters and take timely action? We have the information; this shouldn't be difficult.

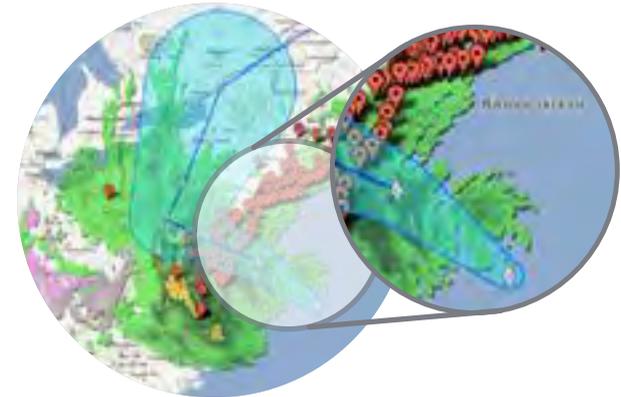
Map Visualizations:



Your Company Locations



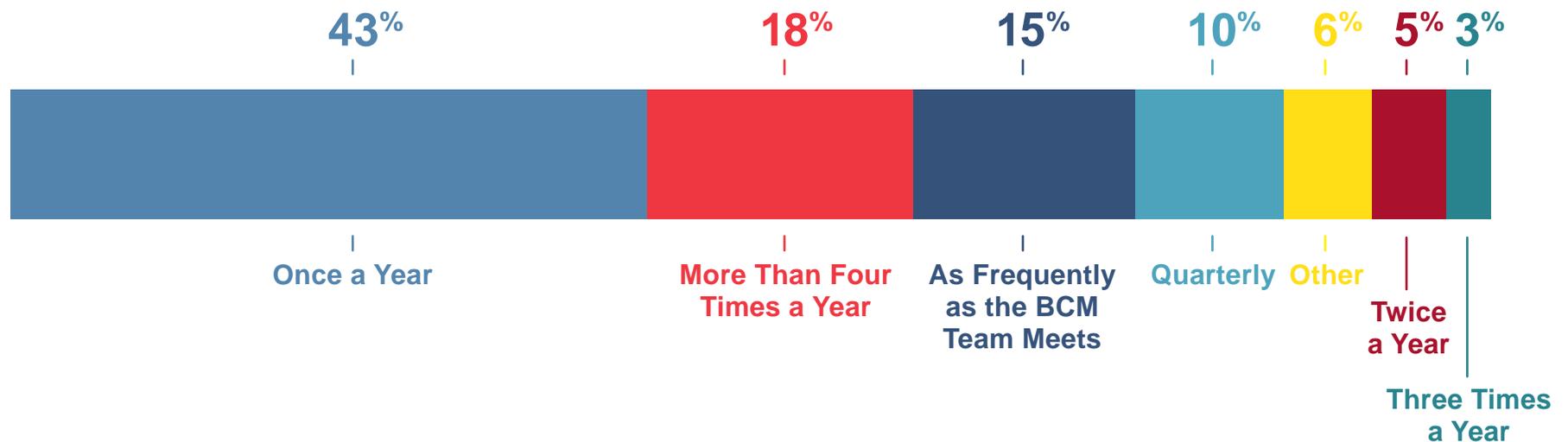
Traffic Reports



Weather Reports

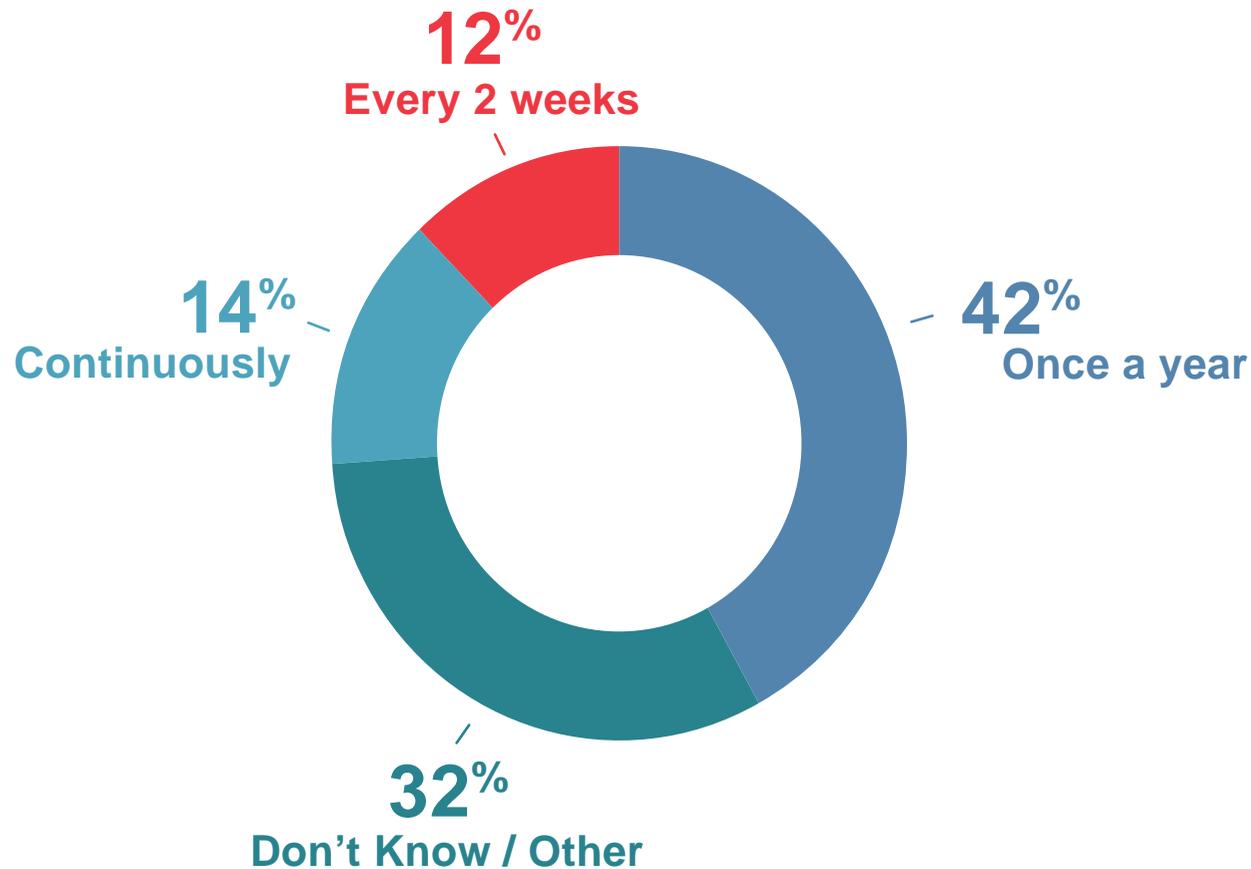
State of Collaboration with Crisis Communication. Can we synch internal realities with external events?

How frequently does the crisis communication team meet with the BCM team to address crisis communication within BC planning?



Only a third of companies have crisis teams that are closely aligned with BC.

How often are plans updated?



The reality is constant change in the IT environment: cloud, VM, mobile users, cyber attacks, and natural disasters.

The world is evolving at a hyper-dynamic rate, so the speed of collaboration and communication has to change.

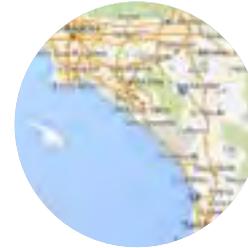
Gain Situational Awareness

Develop up-to-the-minute insight to trigger proactive action.

Needs and Challenges:

-  Changing IT environment
-  Rigid or static data
-  Discovery of IT assets
-  Manual data feed (e.g. HR data)

Assurance^{CM} offers:



Google Maps
and layer
integration

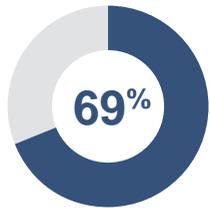


Assurance^{CM}
Connect
ecosystem

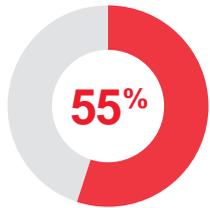


Challenge: Automation of plan input is great, but planners must still capture real risks

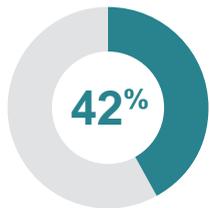
Triggers for BC Tools



Ineffective manual management for complex plan structures



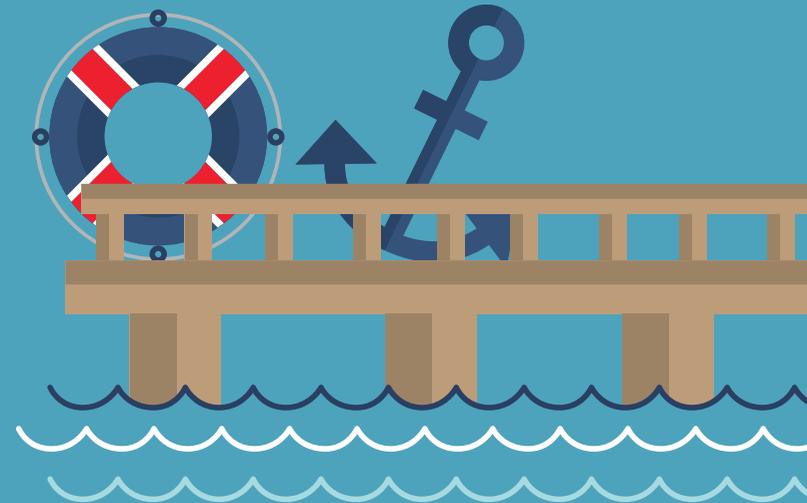
Internal requirement to mature the BCM program



New management focus on BCM

By 2015, 85% of organizations at Level 4 BCM program maturity will use BCMP tools for recovery-plan and program management.

Can we make our preparedness efforts easy?



Solution: Create Better Organizational Engagement

Help planners and key constituents (consumers, stakeholders, etc.) quickly identify relevant information and the risks that matter.

Needs and Challenges:

- 🚨 Long process for updates
- 🚨 More involved in plan development
- 🚨 Exposed PII data
- 🚨 Stakeholder buy-in
- 🚨 Plan Accessibility – social and mobile

Assurance^{CM} offers:

- 🚨 User interface transformations as easy as Facebook
- 🚨 Plan templates
- 🚨 Security
- 🚨 SSO
- 🚨 Mobile device support

Challenge: Can we prove that recovery will work?

 Process to capture risk

 Lack of reporting skills



▼
“Every data field should be able to be reported on. Dashboard reporting is becoming a key capability. The more variety, more drill up and downs, the more formatting through GIS views, heat maps, et cetera — the better.”

— Roberta Witty, Gartner

Solution: Understand the status of the program and health of recovery scenarios



Assurance^{CM} offers:

-  In-line reporting
-  Dynamic dashboard widgets
-  RTO and dependency reporting





“The biggest challenge is getting participation of everyone in the organization. I haven’t seen an easier UI or a more straightforward way of provisioning security access. There’s no way our internal developers can deliver what Assurance^{CM} offers. At the end of the day, it’s about having usable and effective processes so everyone can focus on risk mitigation and not on the tool.”

**— Director of Business Continuity,
Leading Insurance Company**

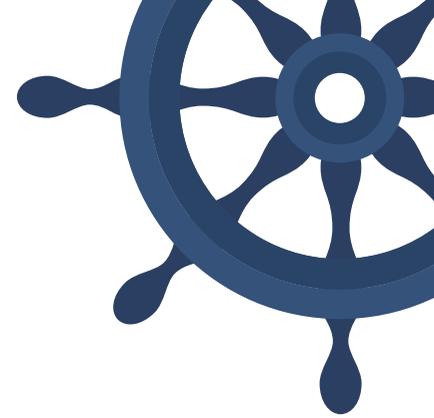


“This is so much more intuitive. This will save about \$90,000 a year in training costs.”

**— Business Continuity Manager,
Health Care Company**



See for yourself. Watch our demo, and you'll agree.



Assurance^{CM} is:

-  **Intuitive.** It's designed by you, from plan creation to threat mitigation, and it guides your team through with minimal training.
-  **Aware.** You get real-time data and contextual insight, while eliminating manual change management.
-  **Independent.** You can connect to people, plans, and important information without any traditional IT constraints.
-  **Efficient.** You can access anything you need from any Internet-enabled device—anywhere, anytime.
-  **Alive.** You get the next steps and best actions in your business recovery plan, under any load, with up-to-the-minute insights.

Come visit sungardas.com/software to get started on making things easier for your team!

Get more information!



About Sungard Availability Services

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