

Business Continuity Management

Emergencies, crises and disasters don't announce themselves. They usually come unexpectedly. Nevertheless, they must be handled as a special management task - professionally, efficiently and as quickly as possible. The events cannot be planned, but their management can.

The BC Consulting team looks back on years of experience in BCM consulting and BCM software technologies for various companies.

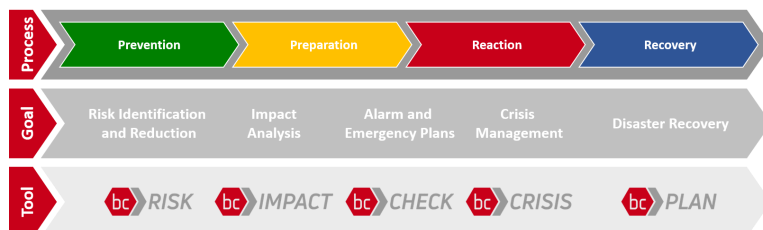
Rethink Business Continuity –
We thought yesterday what could happen tomorrow to be prepared today and to be able to offer services that are future-oriented and value-preserving.

The increase in regulatory requirements, the protection of critical infrastructures and aspects of increasing threats (e.g. cyber-crime, espionage, compliance or climate-related events) are becoming more and more relevant. With our team of internationally and nationally experienced experts, we offer a holistic BCM strategy that addresses these challenges and creates up-to-date solutions for our customers.



Business Continuity Management

BCM is a systematic approach, oriented to the business processes of an organization, for the prevention and management of critical events. The overall objective of BCM is, on the one hand, to fulfill the services provided to customers and, on the other hand, to ensure the continuation of business. The following principles are derived from this:



- Protecting the integrity of life and limb of employees, customers and those affected has top priority.
- Applicable laws and regulations must be complied with at all times.
- The protection of the environment and sustainability must be ensured.
- The continuation of time-critical business processes must also be guaranteed in the event of a crisis, at least at the level of a regulated emergency operation or a rapid restart must be ensured.
- The protection of information (integrity, confidentiality, availability) must be ensured.
- The protection of facilities, equipment and infrastructure of the organisation must be ensured.
- The organisations reputation and positive public image shall not be significantly affected.

„The need for an audited and tested BCM goes beyond legal requirements. The existence of a BCM has become a mandatory requirement to participate in most large international tenders. These organizations want to be assured of the capacity of their partner to continue their activities in the event of a crisis. That’s why we trust in BC Consulting consultancy and software solutions.“

Nadine Burcher-Grainville, UNIQA Global Care SA (Genf)
CEO



Challenge

Systematic recording of the hazard landscape, evaluation of scenarios, development and provision of easy-to-use emergency plans for relevant scenarios, coordination with authorities and emergency response organizations, provision of resources, scenario-oriented crisis management training and exercises, and ensuring command and control capability in emergency and crisis situations all help to minimize damage in the event of an incident and facilitate a return to normal conditions.



Solution

bcNAVIGATOR is a modular Business Continuity Management System. It supports your organization in the phases

- Prevention
- Prepare
- Coping
- Restore



Added Value

The requirements of global companies necessitate the use of a company-wide, uniform BCM system. Accordingly, bcNAVIGATOR is highly configurable and adaptable to the business requirements. The integration of clients and multilingual capability is part of the basic functionality. The alignment of bcNAVIGATOR strictly follows the international BCM standard ISO 22301 and thus guarantees an integrated BCM compliance.


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Consulting



Software



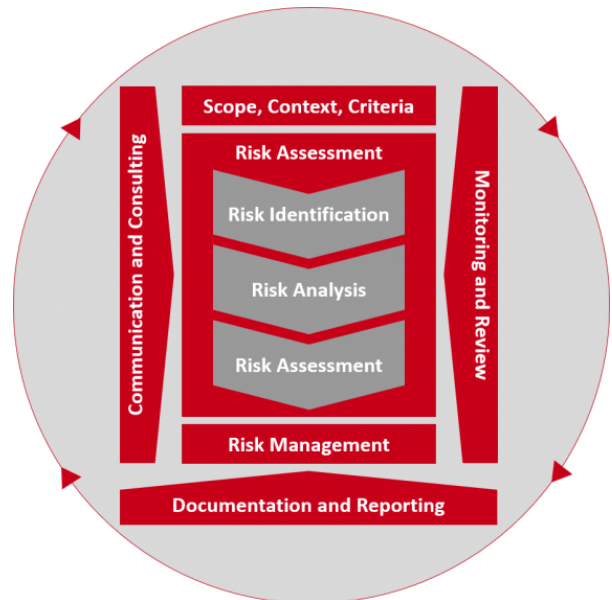
DEVELOPMENT Training SKILLS

Risk Management

All companies, regardless of whether they are assigned to critical infrastructures or not, are exposed to multiple threats and thus risks in different ways. Responsible and legally compliant handling means recognizing these and incorporating them into the process and rule management cycle.

Regulatory requirements and programs, national and international standards and laws set the framework for the design of the risk management system. Risk decisions are always management decisions and need systematic, structured and comprehensible decision bases.

The BC Consulting risk management software offers a scenario-oriented risk management system embedded in the BCM system throughout the company and supports management in their daily operational handling of risks and measures in a secure and legally compliant manner.



„Das von BC Consulting bei der SEO implementierte Vorgehensmodell ist sehr strukturiert, entspricht der ISO 31000 und wird daher strategisch weiterverfolgt. Das Ziel ist mit der Software bcRISK auch das Projektrisikomanagement und die Risiken der Gesellschaften Windparks in das Gruppenrisikomanagement zu übernehmen. Die optimierten Matrizen, Diagramme und Reports stellen eine ideale Basis für die Risikosteuerung dar.“

Paul Zeimet, Société Électrique de l'Our (SEO)
CEO



Challenge

Embedding risk management in a company-wide, BCM or security management system to support decision-makers in dealing with risks and measures in compliance with the law to implement a manageable system for the ongoing monitoring, review and management of risks that can be used to prioritize and support decision-making for preventive investments in security.



Solution

Based on a scenario oriented process model and optimized ISO31000 methods, bcRISK provides the basis for efficient emergency planning, priority setting and the use of resources (e.g. for risk minimizing measures), is an essential precautionary measure and the preventive component of BCM.



Added Value

- All Hazard Approach → Overall Risk View
- Integrated Risk Management Process
- Fast results for every risk
- Location reference via GIS → Map functionality
- Criteria catalog including reference events
- Comprehensive tools for reporting, documentation, control, monitoring and risk communication
- Low training effort and familiarization time

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Software

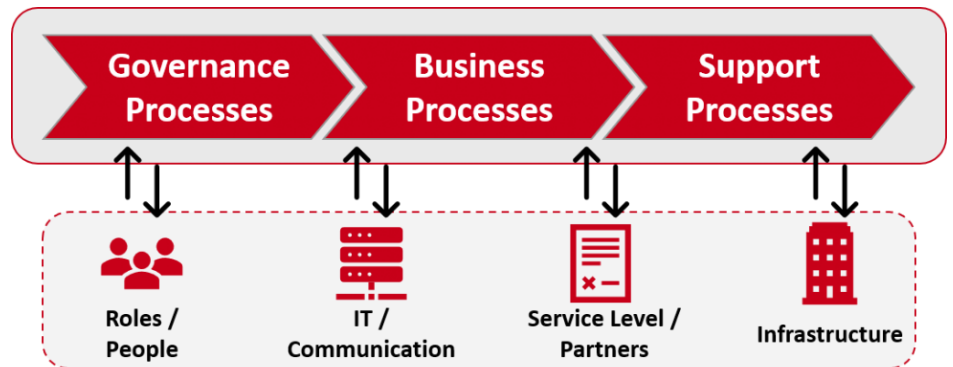
DEVELOPMENT Training SKILLS

Business Impact Analyse

The software-supported Business Impact Analysis (BIA), as part of Business Continuity Management (BCM), identifies processes and functions within an organization in order to capture the resources underlying the processes.

BIA reveals the interdependencies between processes and/or business units, the impact of process failures, the criticality of each process for the entire group and the required recovery time.

Together with the risk analysis, the BIA forms the basis for a security strategy to prepare companies for emergencies and crises as a preventive component and to support them in coping with them.



„Die Wüstenrot Gruppe beschäftigt sich im Rahmen der BCM Neuausrichtung mit einer kompletten Überarbeitung der bestehenden Business Impact Analyse. Dabei setzen wir natürlich auf die Expertise unseres Partners BC Consulting GmbH, die uns zu den Themen BCM und Krisenmanagement seit Jahren begleiten.“

Stephan Beneking, Wüstenrot Gruppe
IT Strategie & Governance, CISO



Challenge

Business processes cannot “fail”, they can only be affected by failing resources. Business Impact Interviews serve to identify and evaluate critical processes and resources from the perspective of the process owners. The complexity of today’s organizations and the dependence on internal and external IT systems require a technological platform.




Solution

bcIMPACT supports and accompanies the entire process of Business Impact Analysis. The BIA is part of the Business Continuity Management (BCM). It serves the methodical collection and identification of processes and functions within an organisation. This includes the resources necessary for the maintenance of the processes. Individual reports present the critical processes and resources from a goal-oriented perspective.




Added Value

- Methodical identification of organization- / company-relevant processes
- Classification of impacts according to financial / quantitative aspects or non-financial / qualitative / legislative aspects
- Display of the effect on a timeline
- Individually customer-specific evaluation possible
- Assistance with SLA definitions
- Low training effort and familiarization time



Consulting



Software



DEVELOPMENT Training SKILLS

Crisis Management

The introduction of emergency and crisis management must be designed holistically and cover the areas of crisis prevention threats, contingency planning, dealing with the situation and restart planning.

A separate organizational structure must be defined for crisis management. The assigned persons have additional or deviating responsibilities, as well as responsibilities and competencies. The crisis organization must be capable of acting quickly and be able to receive or obtain incoming information and process it in a structured manner within the framework of a management procedure, taking into account operational conditions (stress).

The interfaces to on-site commanders and other internal and external crisis management teams or media must be taken into account. An up-to-date, complete and accurate situation picture must be presented and all measures must be documented promptly, completely and in an audit-proof manner.



„Verbund arbeitet seit 2004 mit der BC Consulting im Bereich der laufenden Weiterentwicklung des Notfall- und Krisenmanagementsystems, der Abhaltung von Krisenübungen, der Strukturierung von Krisenplänen und im Bereich Schulungen und Stabstrainings zusammen. Im Jahr 2019 haben wir die von BC Consulting entwickelte Krisenmanagement Software eingeführt. Damit konnte wir das Krisenmanagement vereinfachen, den sich ständig ändernden Rahmenbedingungen und vor allem der Anforderung rasch und wirksam im Falle des Eintritts von Ereignissen reagieren zu müssen Rechnung tragen und im Rahmen der Krisenbewältigung die Erreichung der Schutzziele gewährleisten.“

Dr. Friedrich Vodicka, Verbund AG
Krisenmanagement



Challenge

With the establishment of the emergency and crisis management system, a system is implemented whose goal is to perform the tasks even under extraordinary circumstances and to maintain the core processes. The organization, competencies, responsibilities, tasks, processes and management procedures for managing emergencies and crises must be defined in corresponding guidelines in order to take into account the company's objectives.



Solution

In addition to the existing organizational form, a temporary organizational form is activated for implementation, which bundles the necessary resources in the event of a crisis, defines additional responsibilities and competencies, and thus enables rapid decisions adapted to the special circumstances. bcCRISIS is based on the governmental crisis and disaster management, in particular the guideline for command and control in disaster relief operations, and thus ensures interoperability with emergency organizations, security and disaster control authorities.



Added Value

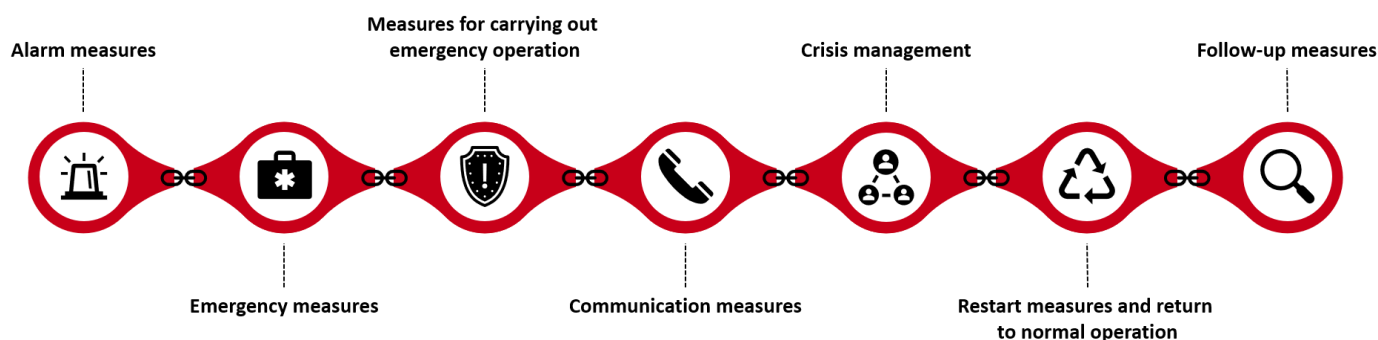
- Interoperability with authorities and emergency organizations
- Every crisis or emergency management can be mapped
- Integration of forms and checklists that have been tried and tested over years
- Cross-site use
- Illustration of several crisis teams and emergency teams
- Continuously updated situation picture and automated situation reports



Emergency Planning

As a precautionary measure and thus a preventive component of BCM, it ensures that, in the event of an extraordinary situation occurring, those responsible can react quickly and effectively to avert danger and minimize damage.

The result of emergency planning is therefore an instruction for action (checklist) for individual organizational units of a company/organization with special consideration of the special working environment, individual crisis scenarios, official requirements and country-specific disaster control laws.



„Evonik Peroxid GmbH als Unternehmen im Bereich der Produktion von Spezialchemie, sieht sich mit unterschiedlichsten Bedrohungsszenarien konfrontiert. Ereignisse müssen als Sonderaufgabe der Werksleitung bewältigt werden – professionell, effizient und so rasch wie möglich. Die Ereignisse sind nicht planbar, wohl aber ihre Bewältigung. Mit Unterstützung der BC Consulting wurde die bestehende Notfallplanung neu strukturiert und optimiert. Damit wurde ein umfassendes System implementiert, dass die Bereiche Prävention, Bewältigung und Nachbereitung betrachtet.“

Dr. Michael Steinberger, EVONIK Peroxid GmbH
Leitung Produktion und Umweltschutz



Challenge

Alarm and emergency plans must be pragmatic checklists that ensure that the right measures are taken safely and effectively, even under the most unfavourable physical and psychological conditions.



Solution

bcCHECK creates emergency plans which can be used as a checklist. By assigning the individual, typified measures (e.g. alerting fire department) with source reference to one or more scenarios (e.g. fire) in connection with one or more responsible roles (e.g. crisis manager, shift supervisor) different emergency plans can be created and provided as PDF in paper form. They also serve as a checklist and as such can be restricted according to certain criteria.



Added Value

- Scenario-, action- and role-oriented presentation
- Optimal alignment with official requirements of the emergency plans
- Basis for coordination with authorities and emergency organizations
- Integrated resource management
- Integrated crisis telephone book
- Interface to crisis and restart measures

Consulting

Software

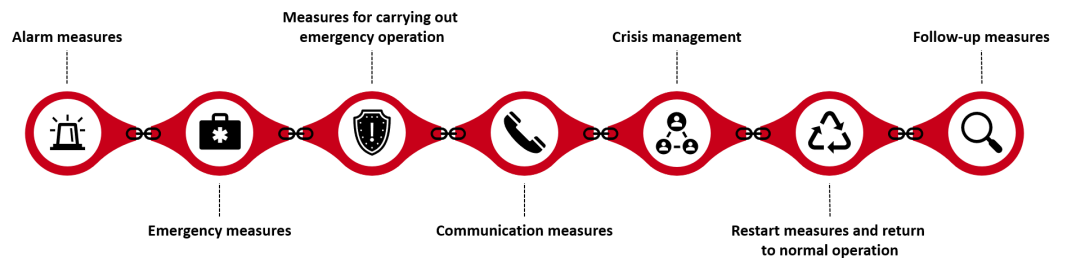
DEVELOPMENT Training SKILLS

Disaster Recovery Planning

Experience has shown that well-prepared restart plans are usually the best chance to limit or even minimize damage. For this reason, restart and emergency plans are in most cases required by the responsible state authorities. On the part of the authorities, they are sometimes required as a basis for operating permits. In many cases, only restart and emergency plans have ensured the continued existence of organizations / companies!

In the restart plans the restart measures are defined from a business point of view. If necessary – if not available – business processes are completed according to BCM aspects. This concerns especially the business criticality and the resulting restart time. Based on the classification of the processes performed, the critical resources required for each process are determined from the “Processes & Resources” matrix of the Business Impact Analysis.

Appropriate supplementary information – such as legal criteria, existing service level agreements, existing prevention measures of any existing outsourcing partners – must be taken into account at the resource level.



„Wir hatten im Bereich Business Impact Analyse und Notfallplanung ein umfangreiches MS-Office basiertes System aufgebaut, welches in die BC Consulting Software integriert wurde, um die großen zeitlichen und personellen Aufwände seitens der Raiffeisen für Aktualisierung und Wartung zu optimieren. Hier ist vor allem die Abbildung BIA und Notfallplanung im Tool bcNAVIGATOR priorisiert worden, um hier auch für die Regionalbanken eine durchgängige Plattform zu etablieren.“

Ing. Markus Artlieb MSc, Raiffeisen-Holding NÖ-Wien
Sicherheit – Business Continuity Management



Challenge

Restart planning is used for targeted, calculated and tested continuation of business processes. This must be done under consideration of, for example, re-procurement, alternative options or the use of outsourcing. For this, the organization/company must know itself exactly. For example, processes (criticality, responsibility, hierarchy/dependencies, etc.) and resources.



Solution

bcPLAN supports the creation of recovery plans based on failure scenarios. By prioritizing and assigning availability targets (RTOs), all business-critical resources are categorized and automatic recovery actions are defined and assigned. This provides a clear structure for recovery processes even for highly complex company resources.



Added Value

- Adoption of the BIA results
- Integrated calculation of restart plans
- Ranking and prioritization of recovery measures
- Presentation of process maps and process reports
- Automated data transfer from your leading data systems
- Automatic update and change management



References



The market leader in BCM consulting and BCM software in Austria.

bcNAVIGATOR — Technical Requirements

The application is delivered as a web application (based on .NET Framework and MS-SQL) and can be installed on a Microsoft Internet Information Service (IIS). This makes bcNAVIGATOR an application program that can be displayed and operated in any web browser.

Application and data are stored centrally and can therefore be managed securely and efficiently. Depending on the configuration, the application is accessed via the Internet (hosted by BC Consulting Partner) or Intranet (on-premise installation).

In the case of an on-premise solution, installation is carried out by the client's IT department with support and separate instruction from BC Consulting GmbH. Various interfaces to customer systems such as SSO or GIS are available.