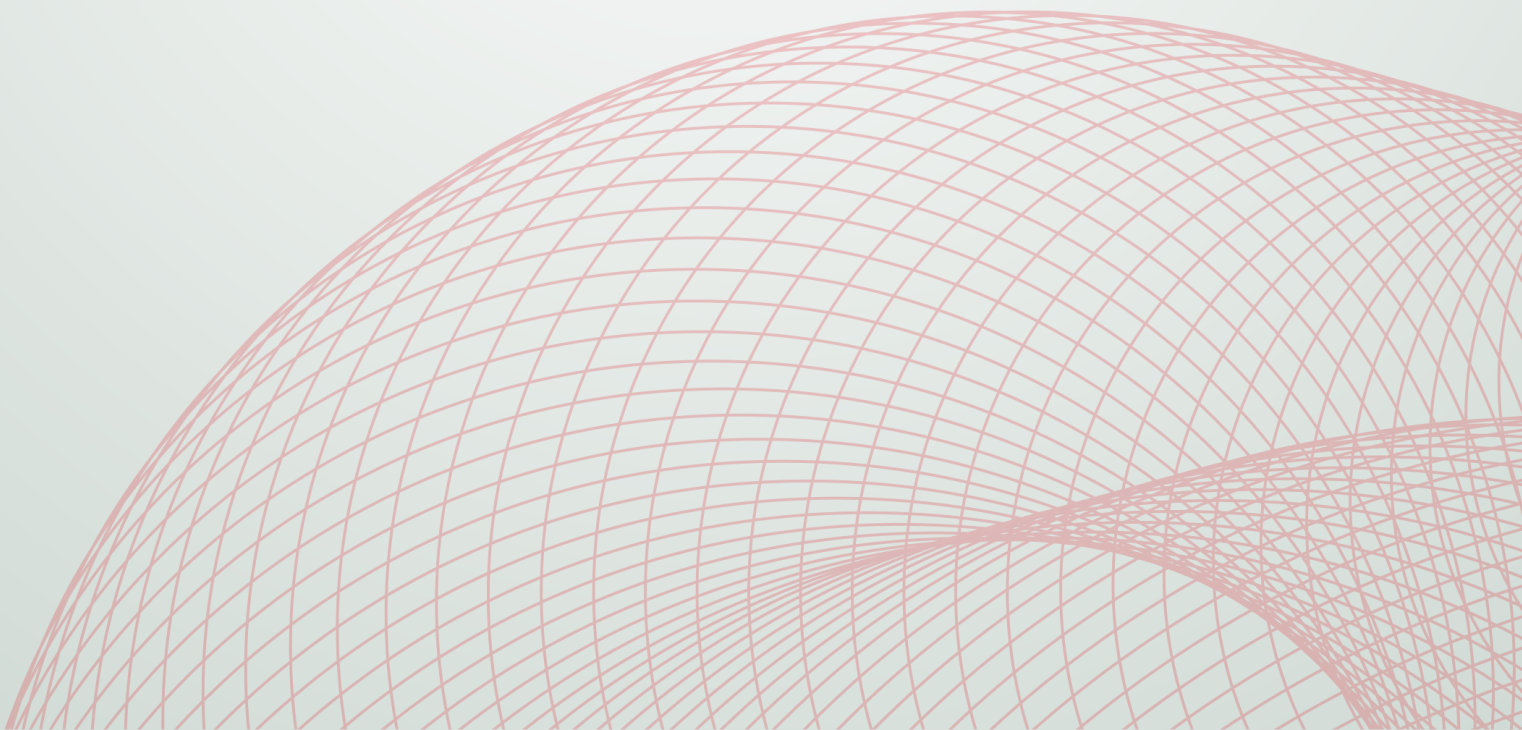


From BCMS Implementation to ISO 22301 Certification and Sustainable BCMaaS

 **chegg.net**

CASE STUDY



BACKGROUND



SELSA Intelligence AG operates chegg.net, one of Austria's leading online insurance comparison platforms and is responsible for ensuring the availability and security of its services.



As the operator of a business-critical digital platform, SELSA faces increasing regulatory requirements, particularly DORA, as well as growing cyber risks. An infrastructure outage could have serious, potentially existential consequences.

The objective was clear: to establish a future-ready, company-wide Business Continuity Management System. Together with BC Consulting, SELSA launched a structured BCMS implementation project in October 2024: systematic, practical and fully mapped in bcNAVIGATOR. As the next step, SELSA decided to pursue ISO 22301 certification and have the newly established management system externally validated. In June 2025, the BCMS was successfully certified according to ISO 22301. Since then, the focus has shifted to long-term organizational integration, continuous reviews and targeted risk reduction.



APPROACH

SELSA's BCMS was implemented through a clearly structured, phased approach from system development and ISO 22301 certification to organizational integration and continuous improvement.

Project Kickoff and BCM Governance

Starting in October 2024, the objectives, scope and BCM governance framework were defined. Policies, roles, responsibilities and the document hierarchy were developed jointly.

BCM Risk Management and Business Impact Analysis

Relevant threat scenarios, reference events, critical processes and key resources were identified and assessed. These findings formed the basis for all subsequent risk mitigation measures.

Emergency Response and Recovery Planning

Scenario-based emergency plans, business continuity plans and recovery and restoration plans were developed to ensure that SELSA remains operational in the event of a disruption.

Incident and Crisis Management as well as Awareness

Clear crisis management structures, communication channels and responsibilities were established. Targeted training and a crisis exercise helped build awareness across the organization.

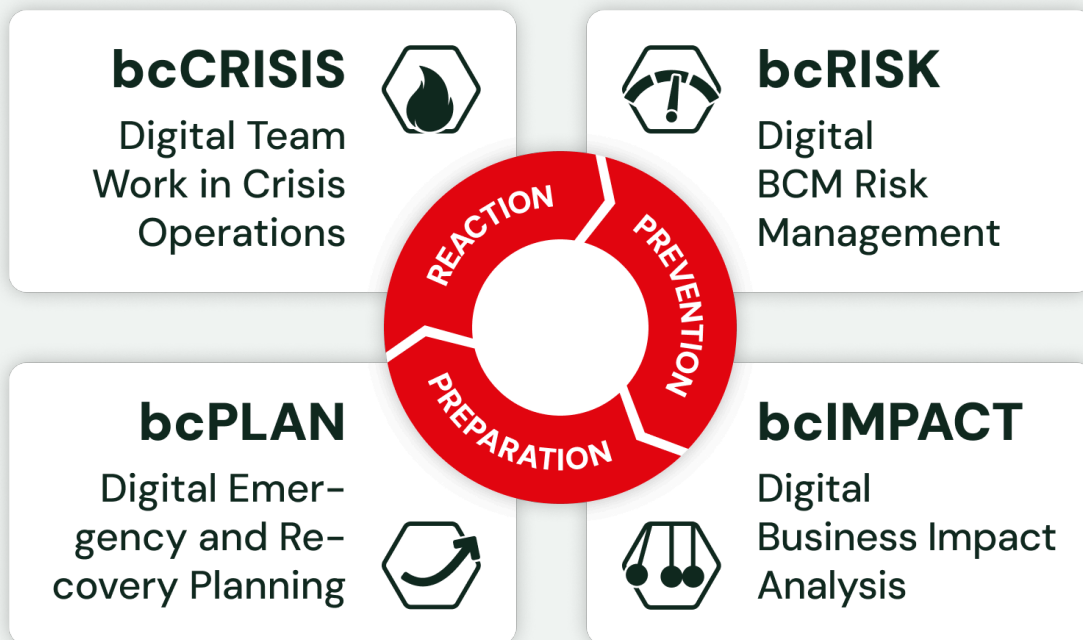
Digital Implementation in bcNAVIGATOR

The complete BCMS was centrally documented in bcNAVIGATOR, creating a single source of truth for audits, operations and continuous improvement.

ISO 22301 Certification and Transition into the Lifecycle

In June 2025, SELSA achieved ISO 22301 certification. The BCMS was then seamlessly transferred into regular operations and the continuous improvement process was firmly established.

SELSA Intelligence AG manages its entire BCMS centrally in bcNAVIGATOR. The platform supports risk management and business impact analyses, emergency and recovery planning, measure management, reviews, audit-proof documentation and continuous improvement.



bcNAVIGATOR is the software solution for the entire BCM process. Its modular structure supports organizations precisely where they need support: in a modern, intuitive and audit-proof way. This allows teams to focus on what matters most. Modern BCM needs to be digital. With the right system support, complex dependencies, processes and requirements can be clearly documented, maintained and accessed when needed. At the same time, regulatory requirements continue to increase, whether through legal obligations, industry-specific standards, or internal compliance policies.

CHALLENGES

The main challenge was to build an ISO 22301-compliant BCMS within a short timeframe while ensuring that it reflected SELSA's operational reality. Different processes, dependencies and data sources had to be brought together consistently. In addition, the BCMS needed to be embedded not only formally, but also sustainably within the organization and in employees' mindsets. Key challenges included:

- Building a complete BCMS within an ambitious timeframe
- Integrating existing processes, systems and data sources consistently
- Developing and implementing practical emergency and recovery measures
- Preparing for, undergoing and successfully passing ISO 22301 certification
- Embedding BCM sustainably into the organization and corporate culture

Thanks to the structured approach, close collaboration and strong system support, all challenges were successfully overcome

The screenshot displays the bcNAVIGATOR-Dashboard, a web-based interface for Business Continuity Management. The dashboard is titled "bcNAVIGATOR-Dashboard" and includes a subtitle "Ein Überblick über das Business-Continuity-Management-System Ihres Unternehmens." Below the title, there is a "Module" section with four cards: "bcRISK" (BCM Risikomanagement), "bcIMPACT" (Business Impact Analyse), "bcPLAN" (Notfall- und Wiederanlaufplanung), and "bcCRISIS" (Notfall- und Krisenmanagement). Each card has a status indicator "Aktiv". Below the modules, there is a "Wichtige Dokumente" section with a table of documents and a "Relevante Personen" section with a list of people.

Name	Typ	Versionsdatum	
Handbuch BCM	BCM	02.07.2025	Download
Richtlinie BCM	BCM	02.07.2025	Download

Relevante Personen:

- TL Vorstand Thomas Lang
- TR BC Manager Tim Reismüller

KEY LEARNINGS

The project showed that a comprehensive BCMS can be implemented effectively and certified successfully within a very short period of time. Targeted awareness measures ensured long-term organizational integration and supported continuous improvement. Key outcomes included:

- Since June 2025, SELSA has held the ISO 22301 certificate, confirming a standards-compliant and effective management system.
- Critical processes and resources have been clearly identified, prioritized and documented in the system.
- Structured emergency and recovery plans ensure that SELSA remains operational, even in critical situations.
- Centralized support through bcNAVIGATOR creates transparency, reduces response times and improves audit readiness.
- Awareness measures have significantly strengthened acceptance and understanding of BCM throughout the company.



SOLUTION



Based on the project results, solutions were implemented that make SELSA's BCMS not only standards-compliant, but also effective, sustainable and firmly embedded in the organization.

Holistic BCMS Design

A complete BCMS was established, including governance, risk and business impact analyses, emergency and recovery planning, incident and crisis management structures and a clearly defined BCM lifecycle.

Digital System Foundation

All BCM elements are managed centrally in bcNAVIGATOR, ensuring maximum consistency, up-to-date information and seamless, audit-proof documentation.

ISO 22301 Certification

The successful external certification confirmed both the compliance and effectiveness of the BCMS — sending a strong signal to employees, customers and partners.

Awareness and Sustainable Integration

Targeted training and regular reviews have made BCM a permanent part of SELSA's day-to-day operations.

BCM as a Service by BC Consulting

Following certification, BC Consulting took over operational BCM as an external partner. Today, BC Consulting manages, maintains and continuously develops SELSA's BCMS over the long term.

SUMMARY



Within eight months, SELSA Intelligence AG and BC Consulting jointly developed a complete, ISO 22301-compliant Business Continuity Management System, implemented it centrally in bcNAVIGATOR and achieved certification in June 2025.

Beyond meeting the requirements of the standard, the BCMS was sustainably embedded in the organization through awareness measures, reviews and a continuous improvement process. Today, SELSA has an effective tool for ensuring business continuity, increasing resilience and meeting regulatory requirements.

The collaboration with BC Consulting extends beyond certification. BC Consulting now operates SELSA's BCMS as a comprehensive Business Continuity Management as a Service (BCMaaS) solution.



With BC Consulting, we have not only built and certified a BCMS; we have found a partner who understands our business and truly lives resilience. Our collaboration continues and that is a deliberate decision.

Mag. iur. ((Master of Laws) Thomas Lang

SELSA Intelligence AG for Internet, New Media and E-Commerce



Inspired by this success story?

Get in touch with us to start your journey
toward outstanding resilience.



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