

# Case Study - Financial Services business continuity system compliance

## Sector:

- Financial Services

## Business Issue:

- A financial services company with strong corporate governance expectations required a business continuity programme to reduce risk and meet regulatory requirements.

## Solution:

- We identified and prioritised gaps in the existing business continuity management system. Governance and performance management aspects were strengthened. The business impact analysis, continuity strategy, response plans and incident management structure were revised and improved. Training and awareness initiatives were implemented and a series of exercises conducted to support continuous improvement.

## Benefits:

- The risk of a serious disruption was reduced through the development of a low-cost internal contingency solution for customer front-line contact services. The client has an improved and compliant business continuity system that is more easily maintained and kept up-to-date.



## BCM Risk Solutions

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