



Business Continuity Management

Who are UCS Solutions and what can we do for you?

We provide IT systems and solutions to the South African retail, consumer goods and manufacturing industries.

We solve Business and IT problems and give you answers. We draw on a wealth of experience, and knowledge – we're innovative, efficient and resourceful.

We are a division of the JSE-listed UCS Group.



What UCS offers:

- **Integrated Service Management**

The hub of our business. Service delivery management and a 24 x 7 Customer Contact Centre

- **Managed Services**

A broad portfolio of application and infrastructure services

- **Business Solutions**

Customised solutions for better business performance



BCM is a management strategy aimed at restoring companies quickly in times of stress. It is an all-encompassing approach for staff, processes and IT to ensure ongoing stability for business in and through adversity.

Importantly, it is not just an IT strategy. It aims to ensure the continuity of any key process or structure within an organisation, whatever the threat or circumstance.

Executive Overview

Planning and preparing to handle risk is imperative. Downtime means trouble and no business can afford it

Lost productivity leads to lost revenue, lost customers and lost opportunities. Today's world today is complex and interconnected to an enormous degree. This means that when trouble comes, every aspect of your company's operation is vulnerable to disruption, and the least amount of downtime has a knock-on effect and wide-ranging cost implications.

How do you determine the vulnerability, resilience and recovery potential of your business? What are your priorities and what steps do you take towards creating a stable business continuity program?

We can help.

Together we will help you plan, design and implement programs that will make certain your operation is able to handle the ups and downs of business. Together we can ensure regulatory compliance, data protection and steady continuity through a comprehensive risk management plan that takes the flux of changing business requirements into account.

Key Points of Business Continuity Management

This program aims to keep your business operational in any adverse situation.

Every company is built on three pillars:

- People, Processes and Technology

We protect and strengthen these pillars through programs such as our Business Continuity Process (BCP), Disaster Recovery Management (DRM) and Crisis Management Plans (CMP).

What is the essence of these programs?

- **Business Continuity Management (BCM)**

This program deals with all the key processes in your organisation.

Through analysis, identification of strengths and weaknesses, planning and creating continuity strategies, then implementing them, your business will remain functional through adverse circumstances.

- **Disaster Recovery Management (DRM)**

This program concentrates on IT systems, technology and infrastructure.

In the event of a disaster, these systems may be re-located elsewhere with the minimum of fuss and downtime. The overall effect is the speedy recovery of Office and Call Centre operations. Often DRM forms part of the overall BCM strategy.

- **Crisis Management Plans**

This is a strategy to protect the company image and reputation from adverse publicity.

It aims to counteract negative effects that may influence stakeholders, shareholder and investor confidence. All regulatory and compliance issues, such as the Occupational Health and Safety Act are met and reported on.

Below is the BCM lifecycle:



The benefits of the UCS Business Continuity Management Service

You gain:

- Access to systems and infrastructure in the event of a disaster
- A disaster recovery plan tailored to your specific needs
- Outsourced recovery services to conduct tests on your behalf
- A partnership with leading disaster recovery service providers
- Proven support that has aided over 350 disaster recoveries
- All-encompassing managed services
- Telecommunications expertise to assist network restoration
- Tried and tested client support capabilities (even multiple clients at one time)
- Cost-effective solutions



Cape Town: +27 (0) 21 680 4000
Durban: +27 (0) 31 267 6230
Johannesburg: +27 (0) 11 518 9000

www.ucs-solutions.co.za