



Resilience for your digital enterprise in a hyper-connected world

Digital Business Resilience for Financial Services from Atos

The Challenge

Faced with stiff competition from new entrants and rising consumer expectations, Financial Services businesses are having to become digital businesses. Yet the path to total digitisation is challenging.

Your systems and services must be available at any time to meet new customer demands. You need flexible business capacity to seize new market opportunities before your competitors do. Your workforce needs to be able to collaborate digitally wherever they may be.

Put simply, your digital business must be effective continuously. Without full business resilience, even a minor interruption to your services will cost you much more than just lost revenue.

Why continuity is king

Only now are Financial Services organisations starting to act on a new understanding that digital transformation creates new, critical risks to business continuity which must be better managed and mitigated. This new understanding is driven by:

- ▶ Continuously rising customer expectations for 24/7/365 digital services
- ▶ Increasingly unpredictable operating and threat environments
- ▶ Growing pressure from regulators for improved business continuity performance
- ▶ The need for greater operational flexibility to get to market with new products and services more quickly.

The risk is compounded by the way many Financial Services organisations typically have

managed each aspect of continuity separately. So it is not surprising that when an incident disrupts business continuity, the impacts are hard to predict, harder to contain and even more difficult to recover from:

- ▶ Loss of market reputation
- ▶ Damage to trust in the brand
- ▶ Negative media attention
- ▶ Legal action and compensation to customers and suppliers
- ▶ Attention from industry regulators and Government.

But business resilience is not just about protecting your enterprise from these risks. It can add enormous value too.

Our Approach

Atos Information Governance, Risk and Compliance Consulting (IGRC) professionals work with Financial Services firms to:

- ▶ Develop recommendations based on a forensic audit of prevailing resilience arrangements, benchmarked against client-specific or industry benchmarks.
- ▶ Provide a road map with options and investment cases, so that time-to-value can be readily measured and tracked through implementation
- ▶ Execute Proofs of Value through live instances and service tests
- ▶ Implement required business, process, governance and technology changes with teams of professionals with the specific insight, skill and expertise required

Atos's personal approach builds trust with the key executives impacted by the threat of business interruption, promoting fuller adoption and promoting the right business outcomes.

Our Solution

The Resilient Organisation seeks to arrange its business processes, operational environment, governance and culture in ways that will enable impact to be absorbed safely.

To realise this for Financial Services organisations, Atos has partnered with Daisy Group to bring you Digital Business Resilience for Financial Services – a unique set of services that will ensure business resilience is designed into the very fabric of your digital enterprise.

Combining Daisy Group's expertise in innovative digital resilience services with Atos' expertise in delivering digital transformation in Financial Services, you will achieve:

- ▶ Increased flexibility to exploit market opportunities
- ▶ The certainty that people, processes and systems are protected against disruption
- ▶ The agility to recover smoothly and quickly in the event of significant business interruption.

Opportunity knocks

Bringing together formerly disparate activities – operational risk, business and service continuity, physical and cyber security – as a strategic capability is a key step to enable operational risks to be mitigated. Having a strong recovery and resilience capability can be a huge competitive advantage.

Since it touches every area of business operations, a business resilience Audit can quickly show you where improvements can be made. A business resilience Strategy also ensures your organisation can stay on top of regulatory requirements. Crucially, an effective business resilience Action Plan can help you fend off competitors who are ready to sweep up dissatisfied customers.

With so much at stake, the key question is how can you take advantage?

Total resilience

Flexibility, certainty and agility in every area of your digital enterprise

Digital Business Resilience Services

We have shaped our services knowing that resilience cannot be achieved by focusing only on a single area, such as the IT infrastructure or Business Continuity capabilities.

And that, because resilience is the sum of many parts, each with equal importance to the whole, it requires a fundamental reorganisation of the thinking, strategy and culture of an organisation, and it takes time and focus.

New business models and processes

- ▶ Advise on restructuring for agility and speed of response
- ▶ Risk assessments and management
- ▶ Dependency and inter-operability mapping
- ▶ Design recovery and resilience into new structures and processes

Applications

- ▶ Ensure applications are built and implemented with 24x7 availability and consistent performance
- ▶ Map dependencies and interactions
- ▶ Define and implement Disaster Recovery requirements

Organisational Change

- ▶ Change readiness assessments
- ▶ Maintaining current activities during change
- ▶ Risk assessment and management

Your Customer's Customer

- ▶ Rapid reaction and response
- ▶ Reputation management
- ▶ Assuring service delivery and continuity standards

Crisis Management Simulation

- ▶ Delivery of Board-level crisis management exercise simulation focused on security incident and response

Cyber Risk Assurance

- ▶ Provide comprehensive cyber risk assessments
- ▶ Provide post-incident remediation services

Business Continuity and Resilience Review

- ▶ Creation, review and improvement of Business Continuity and Disaster Recovery Plans against prevailing standards (e.g. ISO 22301)

Resilience Awareness and Training

- ▶ Design and delivery of resilience training, education and awareness programmes

Through Daisy Group we provide:

Flexible Business Capacity (FBCaaS)

Offering the extra workspace so your enterprise can respond to immediate business opportunities.

If you need additional fully digitised workplace capacity quickly, you will have guaranteed access to:

- ▶ State of the Art operations centres in 18 strategic locations around the UK
- ▶ Employee access to 8,500 ready-provisioned office seats
- ▶ Desktop PC, networked internet and call centre telephony
- ▶ Meeting rooms and next generation technical environments.

Disaster Recovery (DRaaS)

For when you need to recover from a major interruption to operations without compromising compliance.

In the event of an emergency, you can avoid the issues of dealing with multiple point solutions and suppliers using a single portal for:

- ▶ Defining a consistent backup policy for all systems

"The resilient organisation has the confidence to take risks, identify and embrace new and disruptive technologies and ways of working to realise and exploit new opportunities and revenues"

- ▶ Access to on-premise, privately hosted apps and public cloud platforms
- ▶ Active archiving to keep recovered and replicated data to a minimum
- ▶ The option of real-time replication of virtual or physical servers.

Fully Dedicated Work Area Recovery

The peace of mind of an offsite workplace that is available to your employees at any time.

When a major business disruption strikes, people often have to work from unsuitable locations. With the assured continuity of alternative physical capacity, your people can easily maintain business operations and benefit from:

- ▶ 200 seats available at any time across 18 UK sites
- ▶ A 100% dedicated work area
- ▶ Replicated mission-critical systems
- ▶ An ultra-resilient third datacentre for continuous availability.

Enterprise-wide Digital Business Resilience

Protecting your entire enterprise from the unknown risks of digital transformation.

Digital transformation is an ongoing activity. So you can expect a versatile, always-ready plan and support to keep your business available at any time and from anywhere, including:

- ▶ Expert Digital Business Resilience strategic consulting
- ▶ Access to managed communications and technology services
- ▶ Resiliency and continuity programme management and enhancement
- ▶ Full coverage for office, mobile and home workers.

Be forewarned and forearmed

The business of managing resilience in Financial Services has changed rapidly as the industry has responded to digital technologies. For practical purposes, it has become a fusion of multi-disciplinary professional practice; the adoption of leading edge security and digital workplace technologies and the exercise of enterprise-wide governance enabled by strong measurement, reporting and assessment systems.

But whilst the model has matured, many firms across the sector are still coming to grips with the new realities.

To act on the new understanding, engage with Atos on Digital Business Resilience.

Next Steps

To find out more about Digital Business Resilience for Financial Services, please visit: uk.atos.net

For more information: uk.atos.net