



CASE STUDIES

EMERGENCY PLANNING & BUSINESS CONTINUITY

COVID-19 pandemic highlights importance of investing in business continuity

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THE CHALLENGE

The COVID-19 pandemic has highlighted how critical it is for businesses to have processes in place to manage periods of significant disruption.

While nobody could have predicted the exact nature and impact of the ongoing pandemic, the issues it created are standard components of a business continuity (BC) strategy, for example:

- All employees working from home,
- Group communication through digital technologies,
- Restrictive contact procedures in essential work and office environments,
- Large-scale employee sickness and resultant workflow pressures,
- Proactive and frequent stakeholder updates on response measures.

Those businesses and organisations that had existing business continuity arrangements in place were able to implement plans with minimal disruption. Others were caught out by the challenges that the pandemic presented, and consequently were forced to operate in crisis management mode.

RAB: YOUR BUSINESS CONTINUITY PARTNER OF CHOICE

We have developed and implemented BC plans for a wide range of businesses and organisations across higher education, local authorities, and the private sector.

Our team of experienced professionals are ready to work with you through each stage of the signature BCM Lifecycle: Analysis, Design, Implementation, Validation.

RAB are also equipped to develop bespoke solutions based around your unique operational circumstances and resource levels. Two clients who benefited from this approach were the University of Salford, and Hackney Council.

KEY FACTS



RAB showcase two bespoke and innovative client solutions



Subscription retainer model helps university plan for business disruption



Secondment into local council delivers expertise and experience



**RESILIENCE
& FLOOD RISK**



SUBSCRIPTION RETAINER MODEL FOR THE UNIVERSITY OF SALFORD

RAB were approached by the University of Salford in early 2019 with a view to building upon their existing BC framework. Specifically, they wanted to strengthen their position, drive consistency, and ensure alignment with industry best practice.

After a comprehensive review of their objectives and available resources, it was agreed that establishing a monthly subscription-based service level agreement (SLA) would deliver the best outcomes across the whole university.

This was the first time that RAB had implemented a retainer model for a client, but it represented the best solution and was therefore worth the investment. The university benefited from a complete top to bottom integration of the very latest BC practices, as well as the reassurance that RAB experts were on hand should a need for immediate support ever arise.

The project went live in 2019 and was quickly put to the test with the unexpected arrival of the COVID-19 pandemic. Suffice to say the university was in an excellent position to implement their improved BC plans, and also draw on the expertise of RAB as and when required.

SECONDMENT RESOURCE AT HACKNEY COUNCIL

The COVID-19 pandemic presented businesses and organisations with some significant challenges, not least in regard to business continuity (BC). Hackney Council realised the need to have extra resources and expertise on site to support their existing BC team, and approached RAB for help.

Following an evaluation of their specific requirements, RAB were able to provide a fulltime resource on secondment to the council. The role covered a wide range of duties, including the provision of specialist support and experience to help service area leads implement their Business Continuity Plan's correctly and effectively.

The resource was retained on secondment after the initial wave of the pandemic and became part of the team responsible for supporting services return to 'Business as Usual'. This involved creating a service recovery procedure which was used by all services within the council to return to a new normal.



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IN SUMMARY

Most businesses and organisations were thrown into turmoil by the rapid arrival of COVID-19. It highlighted the importance of business continuity planning, and the need for specialist experience and support.

RAB have a proven track record of delivering business continuity consulting across a wide range of sectors. The two examples cited here also show the importance of identifying and implementing bespoke solutions based around client needs.

Please feel free to contact RAB to explore how the team can help your business or organisation with existing business continuity solutions, and ensure systems are in place to manage periods of both major and minor disruption.



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