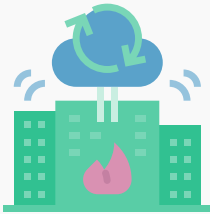


RPA Startup

NAME UNDER NDA

A technology startup in the field of robotic process automation (RPA) achieved a reliable and accessible business continuity and disaster recovery (BCDR) capability. Sophisticated redundancies and enhanced recovery options developed by Propelex, positioned them to manage risk more effectively and, when crisis events strike, bounce back faster.

CORRECTING INCOMPLETE AND INACCESSIBLE BCDR PLAN AND RESOURCES



A business impact analysis revealed the Client lacked cohesive BCDR policies to inform critical fail-out/fail-in/fail-over decisions. The limited planning elements available were not in a centralized location or easily accessible, only partially available in electronic form (incident response teams relied on binders and note cards), and had not been recently updated.

A robust BC/DR capability minimizes the effects of outages and disruptions, reduces risk of critical data loss, mitigates potential reputational hazards, and supports improved operational performance during emergency events. The Client's business was scaling in a way that required a suitably robust BC/DR function.



OUR APPROACH



An aggressive schedule of less than four weeks required accelerated planning and precise execution of project stages, within the following approach:

1. Identify continuity requirements, based on 60-90 minute meetings with department stakeholders: Infrastructure (Cloud/DC), Applications, Networks, Servers/Storage, Incident Response/Security, Database.
2. Document essential activities, resource requirements, and impacts of downtime.
3. Review technical documentation, to understand current IT environment.
4. Identify and assess existing DR strategies/capabilities.
5. Compare BC/DR goals with technical capabilities, referring to network topology diagrams, architecture overview, server listings, contractual and regulatory requirements, product SLAs, etc.
6. Document testing strategies and BC/DR planning.
7. Review, finalize, and execute project activities.

Critical questions that were asked and answered during this process included:

- Beyond the immediate Client requirements, what forces are driving BC/DR efforts?
- How much continuity is needed, and what recovery timeframes are already established?
- Beyond existing products/services, what ones will be considered in-scope in the future?
- Who will manage program efforts moving forward?
- What additional activities are planned for 2021?





SUCCESSFUL SOLUTIONS DELIVERED

The identified scope encompassed the research, creation, and ratification of high-level documentation associated with BC/DR strategies, procedures, processes, and technologies, including recommendation of best practices. Deliverables were prioritized for capabilities supporting best-in-class BC/DR automation, integration and intelligence.

Managed Services Team:

Propelex initiated and deployed a three-person, certified business continuity/IT disaster recovery program management team. The team's focus was program implementation, followed by program expansion, maintenance, and continual improvement.

BC/DR Activities:

The Managed Services Team coordinated with the Client's business and IT teams to implement, document, and test response and recovery capabilities for key activities and resources necessary to deliver and support customer-facing and internal support services, including:

- Develop and update program governance designs and documentation
- Conduct regular meetings with program stakeholders to drive appropriate engagement
- Execute business impact analysis and risk assessment activities
- Analyze continuity strategies and identify risk mitigation and response/recovery gaps
- Update crisis management, business continuity, and IT disaster recovery plans

Additional activities recommended to maintain a a robust BC/DR plan included:

- Conduct training and exercise activities
- Develop, review, and update program metrics to identify areas of improvement
- Administer business continuity software
- Prioritize continual improvement opportunities
- Assist in event and disruption response

MEETING CUSTOMER NEEDS

The Client now has a BC/DR capability that reduces risk and is scaled to its needs. A dedicated Managed Services Team allows for continued operations in the event of a crisis, with more reliable response and lessened impact. Important information is now directly at the fingertips of stakeholders, with the ability to quickly review crisis management plan instructions, access plan information, and contact key personnel.

Propelex BC/DR services combine technical expertise with access to premium solutions, framed within a nimble experience customized to your needs. Focus on your core business goals and mission critical operations, while knowing your business is protected against disruption, with BC/DR support from the Propelex team.

