



Our Vision of Risk Management



Perception of your business is crucial to effective management. The introduction of a new perspective can revolutionise the way you see – and the conclusions you reach.

The modern concept of risk management was pioneered by Safetynet. We have developed the initial idea of preparing a business for the unexpected, into an approach to corporate analysis that highlights a company's weaknesses and strengths – a new way of seeing.

It is over ten years since Safetynet first introduced Business Continuity services and we have remained at the forefront of the industry through continual development and growth.

# Perception is learning how to.. to Business

Whatever the critical areas of an organisation, we can address their protection and recovery.

Our Subscribers operate in some of the most challenging areas for Business Continuity, such as telephone-based insurance sales, multinational banking and central retail distribution. The experience these companies have given us also enables us to offer appropriate support to businesses where time-scales may seem less critical, but the continuity requirements are no less vital.



In the past decade emergent technologies have demanded Business Continuity solutions which are ever more flexible and integrated. Safetynet has continued to set the pace with the introduction of new consulting and support services to meet these challenges.

Our focus on the future is clear. Safetynet has the foresight and the resources to take your business safely into the next Millennium.



..see



**Unique experience.** Our team of dedicated Risk Management Consultants is the largest in the world. Their perception of Business Continuity requirements is built around experience in analysing the needs of and providing solutions to our unique Subscriber base.

We operate in every market sector where a business may have critical dependencies – from the financial sector to media and communications, retail and manufacturing, transport and utilities.

We have successfully managed invocations caused by everything from hardware and software errors to air conditioning and power failures, system sabotage, security alerts, fires, floods, and terrorist attacks.

With over 700 Subscribers we carry out in excess of 500 recovery tests per year and have achieved successful recovery in more than 150 invocations.

# into your our insight business is

**Dedicated resources.** We have over 150,000 square feet of recovery resources with purpose-built fixed sites around the world – in England and Scotland, France, Spain, Germany and Japan. Three mobile units can provide additional support in special circumstances or for less critical recovery time-scales. We continue to expand with the opening of new Recovery Centres at a rate exceeding one each year.

From each of our Recovery Centres, Safetynet's Customer Support Specialists provide 24 hour, 365 day a year technical support. Averaging one computer restore each and every day, whether as a result of a disaster or in testing, they understand the impact of system problems and can devise and implement procedures to facilitate the most effective recovery.

**Looking to the future.** With over £20 million invested in provision of the latest hardware, new Recovery Suites and personnel resources our commitment to remaining at the forefront of Business Continuity is unchallenged.

Our development team ensures that Safetynet keeps pace with market and Subscriber requirements. They evaluate new technologies and systems, instigate new services and look ahead to maintain the company's reputation as an innovator and industry leader.

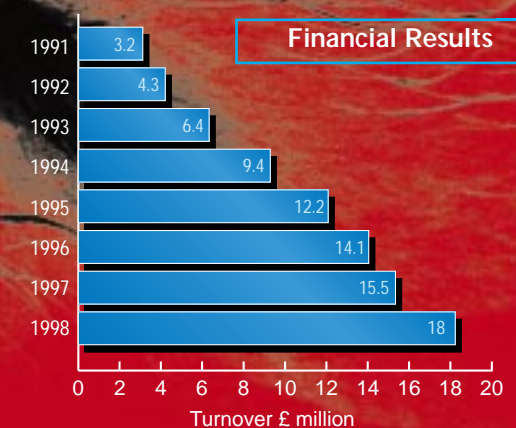
We pioneered the concept of Business Continuity Planning and developed the analytical approach to risk management. It is only by safeguarding the business of existing Subscribers and addressing future concerns that we ensure our own success.



**Our subscribers include:**

- The Savoy Group
- Barclays Bank plc
- Chubb Alarms
- Harper Collins
- NatWest Markets
- UCB Films
- Rank Hovis
- Citibank
- Reuters
- British Telecom
- BOC Group
- and many more

## central to the service we offer



1st to make use of ISDN technology

1st to provide PC LAN Recovery

1st to provide Call Centre Recovery for ACD with CTI capabilities

1st to facilitate System Recovery (MIMIX)

1st to provide Dealing Room Recovery

1st to provide dedicated Recovery Centres for Japan, Spain, France & Scotland

1st to provide SWIFT Banking System

1st to provide Millennium Test Facility

1st to provide Systems and Environmental monitoring

1st to achieve BS5750 (ISO9002) accreditation

1st to provide Risk Management Consultancy

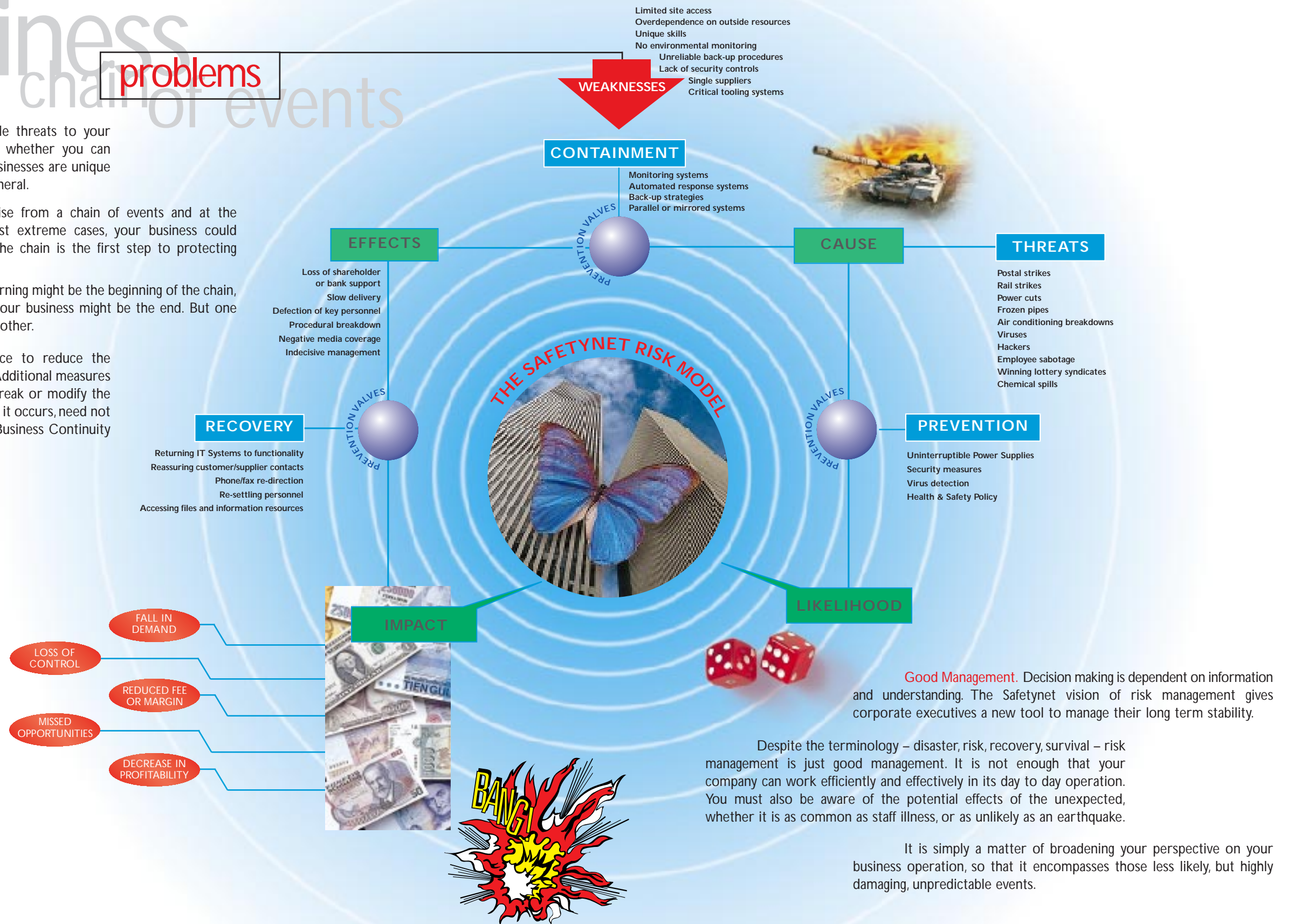
# Business problems arise from a chain of events

**Impact and threats.** There are many possible threats to your business. The impact they might have depends on whether you can identify them and how you prepare for them. All businesses are unique but the principles underlying their operations are general.

Business problems arise from a chain of events and at the end of that chain, in the most extreme cases, your business could be destroyed. Understanding the chain is the first step to protecting your business.

A cigarette butt left burning might be the beginning of the chain, and loss of your building and your business might be the end. But one does not inevitably lead to the other.

Preventative measures can be put in place to reduce the likelihood of the cause, such as a no smoking policy. Additional measures such as smoke detectors or sprinkler systems can break or modify the link between cause and effect. Loss of your building, if it occurs, need not impact too severely on your business if you have a Business Continuity strategy in place.



Objectivity is one of Safetynet's most important assets, and a systematic approach to protection is key to our handling of Subscriber needs. Beginning with risk assessment and protective measures, followed by creation and testing of a plan for recovery and, when necessary, successful implementation of that plan, Safetynet has developed a five stage approach to protecting your business.

# the five **stage** approach



**Assessing risk.** The first stage in protecting your business is to study your company.

We can map your structure, function and processes, interview key players and develop a model of dependency for the whole organisation.

Then the critical areas of your business can be identified and the priorities and necessary recovery time-scales determined.

**Building resilience.** Risk assessment leads to an identification of positive measures that can be put into place to build resilience into your business.

Simple steps might include an overhaul of your security procedures including control of access to systems and critical areas. Back-up procedures can be optimised to ensure they provide reliable protection as well as allowing recovery within the required time-scales.

Systems and environmental monitoring can be implemented in critical areas. Communications and network facilities can be enhanced to ensure that these critical connections are more reliable.

**Contingency planning.** We all hope that invocation will never be necessary. If your IT systems go down or any other aspects of your company's operations are threatened, you need an existing plan that can rapidly be put into action. Successful recoveries are the result of detailed planning and every procedure must happen quickly and effectively.

Safetynet can develop a single comprehensive plan for recovery of systems or even the whole company, including the establishment of a management team, their individual responsibilities, the communication requirements, and procedures to be followed in the event of invocation.

Full documentation and regular plan testing ensure an effective and easy to implement recovery plan.

## getting to grips with your business

**Returning to normal.** Returning to normal can be a long process, involving not just the transfer of systems to Safetynet's recovery site, but the restoration of your own permanent site and then the transfer back. Re-establishing functionality to your business will require significant effort and resources.

Safetynet provides support throughout this period. We will provide at least six weeks at the centre, support your return transfer using mobile units if necessary, and continue on standby or running parallel systems until you have re-established business as normal.

**Recovering critical systems.** As soon as a possible problem is identified, Safetynet should be informed. The invocation procedure is clearly laid down and is designed to be straightforward. Our Customer Support Specialists, Recovery Centres and mobile units are ready to support you 24 hours a day.

We will restore your own identical system configuration at the Recovery Suite. You can relocate a core team of personnel to a dedicated Recovery Suite with desks, faxes, photocopiers, and your re-routed telephone system. This provides a fully working alternative to your own site, so that staff will be able to continue in as normal a way as possible.





# A fresh perspective

## internal and external

Every business relies upon a multitude of supporting activities, within departments, through the company and beyond. Ensuring Business Continuity requires an understanding of these dependencies.

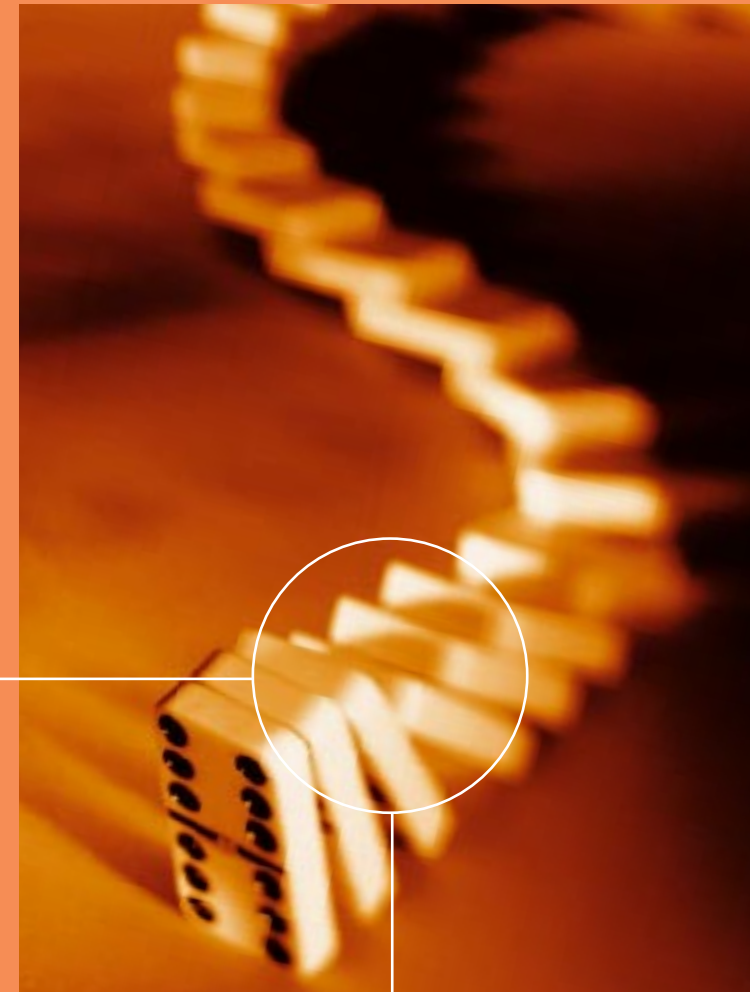
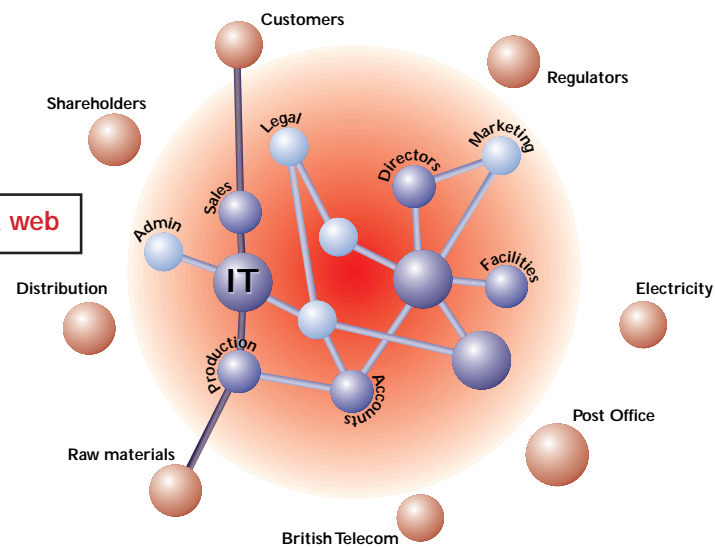
Each department has its own resources without which it could not function. These include physical resources such as PCs, printers, telephones and the work area itself. They also include human and information resources – staff and their skills, and the documentation systems, whether filing, microfiche, paper, hard drive or server based.

Internally, departments are interdependent. Each is the client for services from other departments such as accounts, IT, marketing or production. Which of these departments must remain operational to maintain your core functions? What will happen to other areas of your business if any of these are out of action?

There are also external suppliers and service providers, less easy to control, covering everything from communications and power supplies to raw materials suppliers, consultants, and outside data sources.

In the most extreme case, your business might face collapse if any of these dependencies failed. More often, there will be some loss of control, an inability to respond effectively to customer requests resulting in damage to your reputation, or a reduced efficiency which will adversely affect your profit margins.

creating a complex web



We want to help you protect and strengthen your business before disaster strikes, as well as recover you quickly and effectively if the worst should happen.

## dependencies





The Safetynet approach enables us to deliver tailored solutions on many levels to a wide range of business types.

Dealing and trading operations are amongst the most critical and fast moving modern operations. The potential for financial loss and damage to reputation in the event of a system breakdown is huge. Support of the highest calibre is required. Specialist services have been developed by Safetynet in partnership with Reuters to recover functionality for dealers, traders and back-office staff within hours.

Fund management relies on the constant availability of live market data in order to keep track of market fluctuations and operate effectively in controlling pensions, trusts or managed funds. Any loss of access to that live data can have an enormous financial impact. Development of our Fundamentals service enables us to deliver market information from The Reuters Global Data Network immediately or as required.

The increasing use of call centres for customer care, direct marketing and retailing activities, insurance and banking is leading to an explosion of Computer-Telephony Integration (CTI) and the emergence of telecommunications networks as a critical part of many business operations. Safetynet's services for Call Centre Recovery include re-establishment of call, voice and data processing through teleshops and PCs.

The criticality of mid-range systems for a business has long been appreciated. But as the true cost of downtime becomes apparent, more and more users are updating or revisiting their recovery options. Safetynet is the major provider of Disaster Recovery for mid-range systems and combines the benefits of independent support with long standing expertise in recovery of systems from IBM and other leading companies.

The importance of computer networking in a company's operations is becoming ever more evident. Safetynet has applied its unmatched expertise to develop a comprehensive service for networks giving restoration of critical functions within hours.



# tailored

## continuity solutions

across the business community

**Safetynet has the  
foresight to take  
your business safely  
through the Millennium  
and beyond**



For the most demanding network requirements Safetynet's remote Mirrored Services provide real-time replication for servers. A WAN-linked system which mirrors your own critical server can be established at your nominated site or a Safetynet Recovery Centre, to be brought into use immediately in the event of server failure.

Environmental and system monitoring can alert you to potentially threatening malfunctions – from over-heating or power supply interruptions to hardware and software problems. Rapid alarm notification of such conditions via a 24 hour Safetynet VIGIL Plus service allows immediate action to be taken so that these malfunctions do not have disastrous consequences.

Major business or systems disasters are fortunately rare, but you must be sure of your Business Continuity supplier if you ever need them. So you have to choose carefully on the basis of proven performance, current reputation and investment for the future.

**Dedication.** Safetynet is dedicated to Business Continuity. That is our primary activity. In the event of recovery being necessary, all our staff will be completely focused on the immediate and effective support you require.

**Experience.** With over ten years in the field, and a continuing record of leadership in the development of new services, we have the experience to understand your business activities, vulnerabilities and critical needs. Local reference sites testify to our dependability and high standards.

**Commitment to change.** As your business develops it will change in size and scope and integrate new communications and computer technology. Safetynet is committed to stay ahead of all these developments and increase our support facilities to match your growth, whilst still retaining the capability to support your older systems and software.

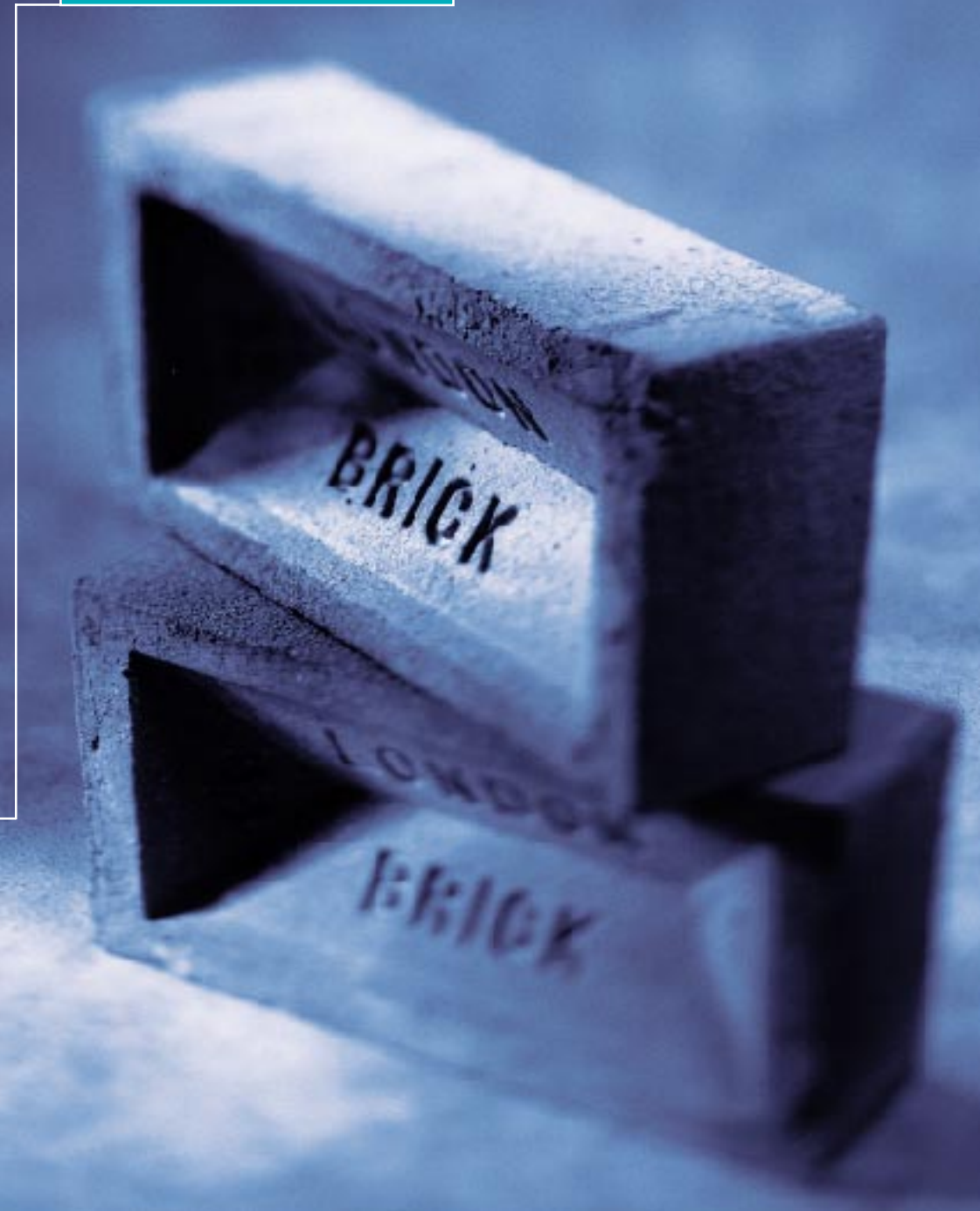
**Long term confidence.** Just like your insurance company or bank, the stability of your Business Continuity provider is essential. If and when you need to call upon them, you need to be sure they will still be there. With a total focus on the sector and substantial investment into the future you can depend on Safetynet.

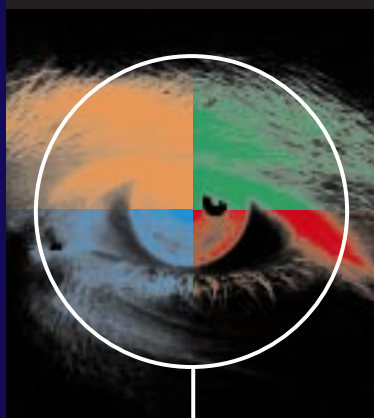
**Quality registration.** Safetynet was the first Business Continuity company to achieve BS5750 (ISO9002) accreditation. The company also subscribes to the information security management guidance as detailed in BS7799 and is an active member of all relevant industry bodies.



your Business Continuity partner must be reliable, stable, and able to fulfil its

commitments





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