Business Continuity Planning

Alphanumeric System provides Business Continuity and Disaster Recovery (BCP/DR) Services in the event of a disaster or key business disruption. Our BCP/DR Services are intended to assist clients in protecting and recovering critical telecommunications infrastructure, mission critical business operations, as well as ensuring the safety and productivity of operational personal. Our mission is to work with our client to develop a robust BCP/DR Service Model to ensure information system uptime, data integrity, availability, and continuity of business operations.

– Our Services Include –

BCP/DR Plan:

- Critical systems identification
- Critical staff identification
- Return to service requirements for critical
- Develop escalation plan
- Develop communication plan
  – Employee communications
  – Media communications
- Conduct risk management assessment
- Create plan with BCP/DR process for relocating employees to Work From Home (WFH) locations in the event an emergency is declared
- Build cloud infrastructure with high-availability and redundancy to ensure critical systems such as email, telephony, chat, are hosted and accessible by employees and clients
- Create BCP/DR plan capable of supporting global operations including equipment and technology enabling WFH in the event of a facility outage
- Ensure BCP/DR Plan covers all essential and critical infrastructure elements, systems, and networks, in accordance with key business objectives
- Training of appropriate staff to ensure awareness of the BCP/DR plan and individual roles in the event of plan enactment
- Periodic testing of the BCP/DR Plan to ensure effectiveness and organizational readiness
- Maintain BCP/DR Plan to ensure viability to changing business conditions
- Identify technology recovery team
- Identify operational recovery team
- Financial assessment

Objectives:

- Develop and document comprehensive BCP/DR strategy
- Identify BCP/DR Plan trigger events such as:
  – Call Center server outage
  – Natural disasters
  – Regional power loss
  – Flooding event
  – Loss of building/location
  – Civil unrest
  – Geopolitical disruptions
- Thorough testing of BCP/DR planning and preparedness
- Ensure recovery of operations as quickly and effectively as possible
- Ensure the safety of all personnel
- Ensure all employees fully understand their duties in event of BCP/DR plan enactment
- Ensure contingency plans are cost-effective
- Ensure BCP/DR capabilities are applicable to key service partners and client stakeholders
- Ensure proper escalation of changes in BCP/DR status
- Ensure proper communications regarding BCP/DR status
- Identify wide range of possible disruptive threats to normal business activities
- Plan to address immediate financial needs of the company and employees to include:
  – Payroll processing
  – Employee assistance
  – Cash flow position
  – Temporary borrowing capability
  – Upcoming payments for taxes, payroll taxes, Social Security, etc
  – Availability of company credit cards to pay for supplies and services post-disaster