

# Business Continuity and Crisis Management Services



## Challenges faced by Financial Services due to Current Pandemic

- » In times of current health pandemic organizations with less or no business continuity management have had major challenges in continuing their business operations.
- » Less or limited information available with lack of business impact analysis on the continuity requirements for business operations
- » Effective communication with employees, customers, and partners to manage the crisis effectively





## How Can HCL Help You prevent the Risk and Challenges

HCL's Business Continuity and Crisis Management services acknowledges that critical aspects of pandemic planning covers both prevention planning which is critical to the well-being of the employees and continuity planning is critical to well-being of the business.



## HCL Business Continuity and Crisis Management Service

 <b>Service Features</b>	 <b>Service Benefits</b>
<ul style="list-style-type: none"> <li>» Pandemic service readiness assessment</li> <li>» Detailed business impact analysis based on pandemic scenarios</li> <li>» Scenario based damage risk assessments</li> <li>» Identification of gaps and recommendations</li> <li>» Address process gaps and provide solution automation</li> <li>» BCP documentation and updates</li> <li>» Training, awareness and communication planning</li> <li>» Crisis management planning and implementation over automated platform</li> <li>» AI based alerting for critical processes and systems</li> </ul>	<ul style="list-style-type: none"> <li>» End-to-end service leveraging best of the breed process, resources, and technology solutions</li> <li>» Alignment of customer and supplier pandemic plans to your plan</li> <li>» Exact knowledge of business continuity management and recovery requirements to deal with emergencies and pandemic scenarios</li> <li>» Automation of end- to-end process through industry leading platform</li> <li>» Process standardization by adherence to industry standards</li> <li>» Pricing flexibility to discuss outcome based model</li> </ul>



## HCL Credentials and Success Stories

### Success Story

Customer is a leading banking and financial services company. We assisted this company by assessing, setting up and managing their business continuity and crisis management processes.

**Our Solution**

HCL was engaged to provide assessment, gap identification, remediation, and ongoing process sustenance of business continuity and crisis management based on industry standards and best practices.

**Solution Details**

<ul style="list-style-type: none"> <li>» Maturity Assessment for the existing BIA, BCP, and disaster recovery processes</li> <li>» Defined a 3-tiered operating model for crisis invocation and plan management</li> <li>» Cross functional team design for participating in crisis</li> </ul>	<ul style="list-style-type: none"> <li>» Notification and call tree documentation</li> <li>» Damage assessment based on the identified scenarios</li> <li>» Platform design for crisis management process automation</li> <li>» Automation of the BC and disaster recovery processes</li> <li>» Execution roadmap from a maturity level 2.3 to 4.7 scale</li> </ul>
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HCL is a pioneer in the field of governance, risk, and compliance. With an established Centre of Excellence for business continuity, disaster recovery and crisis management consulting, our seasoned and experienced practitioners provide strategic insights and advisory services to tackle business continuity and technical recovery challenges for an organization.

Powered by its rich experience, the GRC team of HCL has established a well-defined iBCM (Integrated Business Continuity Management) framework that helps organizations across various industry verticals seek timely business based recovery and continuity insights and setup an effective and automated process for business continuity and crisis management environment.



### Key Capabilities

- » 20+ years of experience in incident, major incident, crisis management, and business resiliency lifecycle management
- » Cross functional team of over 100+ specialized business continuity and crisis management consultants and 40+ financial domain consultants
- » Strong and successful partnership with leading BCM and DR platform vendors
- » Experience in setting up and managing both large and small scale BCM and crisis management programs.
- » Extensive experience in process consulting and process design in a large-scale multi-geography and complex business and IT environment
- » Investment on iBCM and GBP (Gold Blue Print) framework which is used for process
- » Optimization joint reference architecture and frameworks around service management and resiliency
- » Innovative commercial constructs offer clients outcome based pricing
- » Tactical and strategic approach to segregate and realize quick wins



HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on December 31, 2019, HCL has a consolidated revenue of US\$ 9.7 billion and its 149,173 ideapreneurs operate out of 45 countries. For more information, visit [www.hcltech.com](http://www.hcltech.com)



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