



Reducing risk and building resilience through Business Continuity

"D&B looked into the market place for the most experienced and best certification body to assist us with our continuity framework. Talking with our peers and others internationally who had been through this process, the recommendation of BSI was unanimous."

Sanjay Verma

Head of Information Security & Compliance

Customer objectives:

- Maximize quality of service provision and customer satisfaction
- Implement a working Business Continuity Management System (BCMS)
- Increase resilience and minimize the impact of a business disruption
- Ensure Dun & Bradstreet's (D&B) BCMS is aligned to ISO 22301
- Conduct regular internal audits of the BCMS
- Obtain third party certification against ISO 22301 Business Continuity Management

Customer benefits:

- Peace-of-mind about conducting their business
- Giving clients and stakeholders confidence
- Reducing downtime in emergency situations
- Building brand reputation and improve service offering
- Getting outside perspective on their business allowing them to better refine their processes and identify additional gaps
- Meeting customer requirements

Customer Background

Dun & Bradstreet (D&B), the market leader in credit information and debt management services, is the first Australian organization to achieve ISO 22301 Business Continuity certification with BSI. D&B provides a number of credit services, ranging from decisioning tools to credit scoring, all backed by the largest database in the world with information on over 205 million businesses.

Why certification?

D&B identified this need in response to requests for evidence of their business continuity protocols stemming from their clients and stakeholders. They identified that the best way to obtain this assurance is to become certified by a recognized certification body, such as BSI.

The certification increases business resilience, demonstrating that D&B applies best practice and can fulfill their customer's requirements for a robust Business Continuity Management System.

Implementation

As risk management issues started gaining prominence in the public sphere, Dun & Bradstreet began to look at the operational risks that affect the key aspects of their business. In addition, they found that many of their clients were unsure about whether D&B's services would be available in emergency situations.

"We recognize [ISO 22301] as part of our overall management of strategic and operational risks, nurturing and enhancing our resilience capability and culture." Sanjay Verma, Head of Security & Compliance stated. "They [customers] know we have a

solid framework for service continuity and ability to restore all services to business as usual operation in the least possible time."

Dun & Bradstreet identified that the best way to address these issues is to implement a robust Business Continuity Management System and then get certified under ISO 22301.

D&B looked for expertise in this area. They knew that ISO 22301 was not a prominent focus for many businesses in Australia and expertise would be hard to find. They looked to BSI to provide that expertise.

BSI's expertise in the area of business continuity management is unrivalled, making them the natural choice to undertake D&B's third party certification assessment. BSI wrote the original BCMS standard, BS 29999 and then helped cultivate its development into the ISO standard, ISO 22301. In addition, BSI had been certifying BCMS for a number of years, across many different countries, industries and sectors.

After an extensive auditing cycle, D&B passed their assessments and on 15 July 2014, BSI issued D&B with a Certificate of Registration under ISO 22301:2012.

Benefits

Implementation of the system gave Dun & Bradstreet a wealth of benefits. Having an internal system in place allowed for all employees to understand their roles in the case of an emergency and for procedures to be put in place so that everyone has clear direction on how they are supposed to proceed during difficult times.

Having a Business Continuity Management System allows them to continue their work, even under emergency situations. A BCMS

ensures that any downtime in their business does not affect their customers, subsequently reducing their costs and allowing them to follow through with their business plans.

Being certified to ISO 22301 under BSI also comes with benefits. Independent assessments are useful as it allows for an external set of eyes to evaluate the system and run through it. During the assessment stages, having an experienced client manager examine D&B's business allowed them to expose gaps in their management systems and make corrections, refining their processes and procedures.

After the audit was completed, the certification issued by BSI allowed D&B to ensure that their management system was aligned with international best-practice for business continuity. This gave them peace of mind about the robust nature of their system, but also allowed them to assure their client base that their services would continue to be accessible.

Moving Forward

From here, Dun & Bradstreet will continue to conduct business as usual with confidence. Conducting their own frequent internal audits, combined with BSI's regular third party assessments will ensure that their business continuity management system is working effectively.

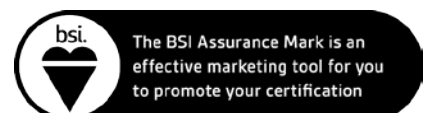
They can conduct themselves with confidence knowing that there are contingencies in place to protect their organization from disaster situations. They can also begin to build trust within their client base, as they know that the services that they conduct will be easily available to them.

For further information about Business Continuity Management, visit:

bsigroup.com/en-AU/ISO-22301-Business-Continuity



T: 1300 730 134
E: info.aus@bsigroup.com
bsigroup.com/en-au



The trademarks in this material (for example, the BSI logo) are registered and unregistered trademarks owned by The British Standards Institution in Australia and certain other countries throughout the world.