



## Supporting organizational resilience in an ever-changing and challenging world

### How BSI helped a global financial services company to develop and implement a set of comprehensive and effective business continuity plans

#### In brief

BSI's client is a UK based payment processing company that is trusted by 500+ customers employing over 120 people, with a turnover of approximately £250m annually.

BSI worked closely with the client to deliver a scenario-based gap analysis and testing program leading to the establishment of a comprehensive Business Continuity Management System (BCMS) ensuring that all aspects of business continuity risk are being managed moving into the future.

#### The benefit

Our client identified a number of shortcomings with their approach to Business Continuity Planning (BCP) and sought to align with an internationally recognised standard.

By working with BSI to analyse, test, plan and build a comprehensive Business Continuity Management System (BCMS), our client has taken a proactive approach in demonstrating resilience to its customers and regulators, providing certifiable assurance that all business continuity risks are being managed appropriately.

Our client has improved its risk profile and is now able to demonstrate its ability to anticipate and manage the threat of unforeseen disruption into the future, consequently leading to increased market share and higher customer retention.

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**“BSI is a highly regarded and globally recognizable organization. Having our BCMS custom-designed by BSI’s expert business continuity team is a great reassurance to our staff, shareholders and client that business continuity planning is at the heart of what we do.”**

Chief Information Security Officer,  
Financial services industry

## The challenge

Our client believed that they had robust business continuity processes in place, but this turned out not to be the case as shortcomings in their approach to Business Continuity Planning came to light during a period of unforeseen business disruption during the COVID-19 pandemic.

In the midst of coping with a global pandemic, it soon became clear that the plans and arrangements of business continuity were not adequately tested and based on analysis.

Our client vowed to avoid similar incidents in the future through developing a robust and resilient BCP approach that can quickly respond and recover from any kind of disaster and continue to operate in even the toughest of unforeseen circumstances.

## The solution

BSI’s highly trained consultants worked with our client to guide them through the journey of planning, establishing, implementing and continually improving their Business Continuity policies and procedures.

Through a series of internal audits and reviews coupled with an alignment to ISO 22301, we helped our client to create a bespoke Business Continuity Management system based on the findings of a gap analysis and the results of a detailed risk assessment and Business Impact Analysis (BIA). Moreover, we aided the client in delivering internal Business Continuity Management training and awareness, as well as a scenario testing program with customized tabletop exercises to ensure that all business continuity plans were proven and fit for purpose.



## Why BSI?

BSI championed the global standard for Business Continuity (ISO 22301). Our consultants are experts in supporting businesses in understanding their risks and build organizational resilience.