

FINANCIAL SERVICES COMPANY

Minimizing risk with Dell EMC Services and RSA

ESSENTIALS

Industry

Financial Services

Challenges

- Minimize the risks to business operations
- Meet regulatory business continuity requirements
- Manage incidents rapidly and effectively

Solutions

- Dell EMC Services Business Continuity Consulting
- RSA Archer Business Continuity Management (BCM)

Results

- Increased customer satisfaction
- Minimized business disruption
- Improved business continuity management quality and efficiency
- Increased business resiliency
- Enhanced maintenance-and-review culture for business continuity planning

This Financial Services company, one of the top three Japanese financial institutions in Hong Kong, is the core securities arm of a Global Fortune 500 firm based in Japan. The company provides securities trading and investment advisory services along with secondary market services such as securities dealing, futures contracts, and fixed income trading. Additionally, it offers securities underwriting and merger and acquisition services.

Financial firms are required to meet certain requirements for Business Continuity (BC) set forth by the Securities and Futures Commission (SFC). The SFC expects companies to have robust BC plans in place so that the core operation can be maintained even in extreme circumstances, such as inaccessibility of offices. The company's CIO is responsible for managing all IT-related infrastructure and solutions in the region as well as managing the entire Business Continuity Planning (BCP) process.

IMPROVING BUSINESS CONTINUITY MANAGEMENT

The company was using Word and Excel to manage BCP-related data files. This was an inefficient and time-consuming process, especially when there was a need to update, review, and approve the data files. Consequently, the company was looking to implement a centralized repository to manage BCP-related activities such as Business Impact Analysis (BIA), BCP test, as well as corresponding action plans. It needed to provide a better way to prepare for possible disruptions to business processes, manage crises, and minimize the risks to business operations.

DELL EMC KNOWLEDGE AND EXPERIENCE

Working with Dell EMC Services and RSA[®], the company implemented RSA Archer[™] Business Continuity Management (BCM) software. It supports the development of detailed business continuity and disaster recovery plans with automated workflow for testing and approval. Additionally, RSA Archer software helps manage plan execution and communication in crisis situations.

To begin with, Dell EMC Services consultants interviewed key stakeholders to discover and understand what they required around the planning and implementation of BC practices onto the RSA Archer platform. Next, they defined and designed the process flow based on in-depth product knowledge and BCM consulting experience.

STREAMLINE FLOW AND IMPROVE ACCOUNTABILITY

The definition of each business process included the essential information needed to streamline the flow and improve accountability. Dell EMC consultants defined recovery strategies to help the company perform regular drills, and to determine if they were workable and trackable. The processes were defined taking into account management monitoring, operation and review, drill test, and crisis-event management.

In addition to the consulting services, Dell EMC implemented the RSA Archer BCM software, creating a central repository and management platform for BCP-related activities. It connected the BIA and BC plan with drill and crisis events. This enabled status overview and tracking, and helped to align business continuity priorities. Overall, RSA Archer BCM improved the inflow and outflow identification of business processes. This makes it easy to spot the interrelationships among the business processes, applications, facilities, and staff.

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Managing Director and CIO

The company’s managing director and CIO said, “With the implementation of RSA Archer BC Management software, we can see a centralized and consolidated view of our business impact scenario and the required remediation. Also, during the BCP drill, we can easily see the progress of the drill and, more important, if the remediation is effective or not. With the software—versus the previously used Excel—the data is more consolidated and up to date, and the analysis is more accurate.”

CENTRALIZED AND COLLABORATIVE MANAGEMENT

Dell EMC helped the company to transform the existing BC management environment into a centralized and collaborative management model. Now, the BCM team and senior IT management can easily check upstream and downstream business-process item dependencies and corresponding BCP directly in the system.

If there is any change in the enterprise—a new business process or new service, for instance—senior management can easily discover this new item in the dashboard and note if there are any missing dependencies. This helps to improve BCP in a timely manner and minimizes the risks posed by outdated business continuity plans. This improved process flow eliminates tedious documentation and enables managers to turn their attention to more critical tasks.

CONTACT US

To learn more, contact your local representative or authorized reseller.



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