Business Continuity Solution

Pragmatica Innovations Service Model (PrISM)

Cloud-Based Business Management Platform

No other vendor provides a platform diverse enough to manage all the elements of your business with the flexibility that PrISM offers.

In small to medium business environments, personnel turnover is inevitable and must be planned as part of business continuity. The solution to the problems associated with turnover is complete and up-to-date documentation. This ensures that new personnel will have the information they need to quickly become knowledgeable and productive with respect to the business functions they are tasked to support. This also implies that business function related documentation is largely generated (rather than written) from existing systems and managed in an automated manner.

Actionable "living" documentation is a core element of what the Pragmatica team provides through our *Business Continuity* solution set.

Our PrISM business continuity solution helps businesses capture how they work and what information is critical for business success so when a critical company Executive (CEO, President, CFO, etc) is leaving or wants to retire the business does not lose its "corporate" knowledge and ensure the business continues without interruption.

We provide planning, policy and guidance so your organization can continue to operate in case of serious incidents and are able to recover to an operational state within a reasonably short period of time.

Business continuity includes three key elements:
1. **Resilience**: critical business functions and the supporting people and infrastructure must be designed in such a way that they are unaffected by disruptions. For example, with redundancy (people and systems).
2. **Recovery**: arrangements have to be made to recover critical and less critical business functions that fail for some reason. Examples include an IT system recovery backed up on digital media; procedures for temporary loss of personnel to recover to a working state.
3. **Contingency**: the organization establishes a generalized capability and readiness to cope effectively with whatever major incidents occur, including those that could not have been foreseen. Contingency planning provides a last-resort response if resilience and recovery plans should prove inadequate in practice.

Our ongoing comprehensive ***Business Continuity Program*** ensures that necessary steps are regularly taken to (1) identify and assess probable accidents, disasters, emergencies, and/or threats and their possible effect, (2) produce recovery strategies and plans, and (3) implement and test program elements through personnel guidance, workflow and policy. This is accomplished through development, implementation and maintenance of:

- Business Continuity Assessment
- Business Continuity Plan
- Business Continuity Policy
- Business Continuity Guide

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Our **Business Continuity Assessments** identify and assess credible accidents, disasters, emergencies, and/or threats and the possible effect of such events. The entire concept of business continuity begins with the identification of all business functions (we refer to as services) within an organization, and then assigning a level of importance to each business function. The PrISM platform provides this structure at the outset. By leveraging the structure of your business services, our platform can become the core foundation of your business continuity program. It is the primary tool for gathering this information and assigning criticality, recovery point objectives, and recovery time objectives, and can be used to identify extent and timescale of the impact on different levels within an organization. It can examine the effect of disruption on strategic, operational, and tactical activities of an organization.

Once the initial assessment is complete, it can also be used to gage the effect of disruption on major business changes – introducing a new product or service - for example.

The Pragmatica Innovations teams works with each customer to produce an actionable **Business Continuity Plan.** This plan manifests as a living set of documents and workflow that enable your business to understand what is required to respond to accidents, disasters, emergencies, and/or threats without stoppage in its key operations. Our team works to identify, develop, test, and sustain workflow and resources that will ensure continuity of your key activities in the event of an accident, disaster, emergency, and/or threat. It involves features of (1) risk mitigation (reducing possibility of the occurrence of adverse events), (2) business recovery (ensuring continued operation in the aftermath of a disaster), and (3) contingency (what to do if not recoverable).

Our **Business Continuity Policy** addresses the resilience, recovery and contingency elements of your business and provides *enforceable* requirements for each element.
It contains activities mandated by the management of your organization that must be performed according to your customized Business Continuity plan and is supportive of all business functions within your organization.

The comprehensive package also includes a **Business Continuity Guide** that allows someone to understand and provides direction to perform activities enabling business continuity. To ensure all the people responsible for all elements of the business, the guide addresses vertical and horizontal elements of the business by role.

Dealing with **Risk** in your business foundation?   We can help you mitigate it!

Our Business Continuity Solution can give your business the resilience it needs!