

The essential components of any organisation are its assets, systems, data and business processes. These are all vital in enabling products and services to be delivered.

In the retail automotive industry, an unforeseen incident which leaves a dealership's premises, systems, data and supporting infrastructure unavailable, can have a devastating effect to trading operations. The most serious of incidents may prove difficult to recover from and if customers cannot be taken care of, they are likely to go elsewhere.

Business continuity planning is now recognised as an important, if not vital consideration for any enterprise be it large or small and legislation now places overall responsibility to managing risks with senior managers.

## ■ The ADP approach

Using the company's experience and understanding of the retail automotive industry, ADP is now introducing a bespoke Business Continuity Plan. The principle of this programme is to work with customers to develop resilient solutions which will protect trading operations from the effects of specific events. Short term issues or major crises affect IT infrastructures, data loss and operational systems capabilities in different ways – the objective is to be ready with an 'end to end' action plan for specific types of impact together with the necessary services to restore systems as quickly as possible.

**“The Business Continuity Plan covers all business areas and will ensure that key personnel know what has to be done if disaster strikes. In the event of an incident, ADP will take full control of the recovery of your IT systems either at an ADP hosting centre or on site.”**



## ■ Features

- Business impact analysis
- Bespoke business continuity plan
- Off-site computer resources on stand by
- Rehearsal exercises
- Workplace recovery plan
- Complete end to end management of the recovery process
- Provision of all services required to recover the systems, applications, data and user connectivity
- Proven and maintained business continuity plan aligned to BS25999-1 demonstrable to auditors and insurers

## ■ Covers

- Core business applications
- Back office systems e.g. MS Exchange, Citrix servers, file and print servers
- eBusiness trading portals
- Intranet/Extranet/Internet sites
- Manufacturer dealer communication system

