



## *Company Profile* **International**



*ContinuitySA is a world class provider of Business Continuity Management, using qualified and experienced analysts working to BCI international industry standards.*

*We assist our clients to uphold good corporate governance, and help them prepare an appropriate response to unforeseen disruptions and hence reduce the financial impact to an acceptable level.*

*Our Business is Keeping You in Business*

## Introduction

Africa is a continent with the potential for enormous and long-term business growth, and that's apart from its wealth of mineral deposits. It is no surprise then that so many companies and countries are vying for attention and influence in the region.

Of course, matching Africa's potential for growth is its history of instability, a risk any entity investing in the region needs to take note of before diving in. When it comes to risks, it is true to say that Africa has it all, terrorist and criminal violence, social unrest, floods, droughts, as well as a mixture of brand new and aging infrastructure. And then there's a rich history of oppression, whether colonial, tribal, racial and political. In short, Africa has seen it all.



Of course there is also the good news. Democracy has found root in the furthest corners of the continent and the formation of the African Union, an inter-governmental organisation consisting of 53 African states bodes well for the long-term stability of the continent. An acknowledgement of corruption in various regions and a commitment to deal with it has also mitigated the risks of investment.

To grasp the latent potential of this previously ignored and exploited continent, the growth of the cellular-driven mobile market topped 5,000% between 1998 and 2003, according to the Centre for Economic Policy Research.



More recently, the International Telecommunications Union (ITU), an agency of the United Nations has noted that Africa has the highest growth rate of mobile phone subscriptions globally.

So, while Africa holds enormous potential as an emerging market, it also poses significant risk to companies setting up shop on the continent. Ignoring these risks would be business folly. Preparing for them and ensuring any investment is accompanied by proven, effective risk mitigation strategies is the only way to successfully take part in the Africa's economic expansion.



Part of any organisation's risk mitigation strategy is a well-designed and implemented Business Continuity Management (BCM) strategy. This strategy comprises a process of planning, implementing and reassessing measures that will ensure continued business operations when the unexpected happens.

BCM is not a matter of preparing for a flood, a terrorist attack or any specific threat; it is a process of preparing the business and its employees for anything. When a disaster happens, companies with a well-designed Business Continuity plan will have critical business areas up and running in short order, with the rest of the firm being brought into operation in an orderly, precise manner.

ContinuitySA is the largest and oldest BCM service provider on the African continent. The company has been operating for over 20 years and boasts a team of highly skilled business continuity and disaster recovery practitioners, uniquely qualified to help clients deal with potential threats to the optimal functioning of their businesses.



The company is headquartered in Africa's growth engine, South Africa, with operations in an ever-increasing number of Africa countries with offices in *Botswana, Mozambique* and *Mauritius*.

## Guaranteed expertise

When a disaster strikes, there is no time to devise a remedy and figure out a way to get your people working again. To avoid chaos, uncertainty among staff as well as management, a reputable Business Continuity provider must be retained to advise and assist in determining the optimal BCM strategy for your company.

BCM is not something one learns overnight by reading the latest management textbook or by attending a 3-day course. Effective BCM expertise is only built up over years of putting the industry's best practices into effect.

The Business Continuity industry is directed by the British Business Continuity Institute (BCI), an industry body that has established a set of best practices for Business Continuity practitioners and end-user companies. Although located in the UK, the BCI principles are valid when applied in any country and market where continuity of business operations is paramount.



## Room to move

- **30,000 square metres of recovery space in South Africa**
- **3,500 recovery seats**
- **130 treasury dealing room seats**
- **40% of clients from the financial sector**
- **Consulting projects have been completed in over 14 countries, including the US, UK and in Africa and the Middle East in Kenya, Uganda, Tanzania, Angola, Mozambique, Mauritius, Ghana, Ivory Coast, Botswana, South Africa, Qatar and Bahrain**
- **Full IT failover capabilities, including AS400 and mainframe servers**



To this end, ContinuitySA employs more than 40% of all the members of the BCI working in the African market, inclusive of eight Fellows of the Institute. The company is also a BCI Gold Partner and as such subscribes to the highest international standards when it comes to business continuity practices.



ContinuitySA is uniquely positioned to provide clients with complete business continuity outsourcing services through a comprehensive range of professional services. The company's services are backed by an unrivalled nationwide infrastructure of facilities, including product offerings and resources. Its heritage on the continent allows it to apply international best practices optimally aligned to local cultures and environments.

From consulting to planning and implementation, through to ongoing testing, maintenance and updating of Business Continuity Management scenario plans, ContinuitySA services the areas of:

- Risk Assessment (RA),
- Business Impact Analysis (BIA),
- Business Continuity Plans (BCP),
- Crisis Management Planning (CMP),
- Provision of IT and business recovery facilities including office, contact centre, treasury dealing rooms and back-office Wintel, midrange and mainframe recovery areas.

ContinuitySA's pedigree is confirmed in the fact that 40% of its clients are in the financial sector and include many African banks, local

banking giants as well as international banks looking to secure their operations on the continent.

## Business as usual

The goal in engaging a Business Continuity Service Provider is to ensure your business is able to continue operations in any circumstance. ContinuitySA meets these requirements with highly skilled experts and recovery centres designed to offer clients a complete outsourcing recovery capability including:

- IT recovery – offering recoverability to virtually every platform
- Large-scale systems
- Wide-area network recovery
- Local-area network recovery
- Office recovery – ContinuitySA can accommodate over 3,500 people in its recovery centres
- Voice communications recovery
- Call/contact centre recovery
- Treasury recovery
- High availability solutions

These centres are all integrated by the company's suite of services, ranging from consulting to implementation assistance and offsite recovery preparation.

There may be a disaster and chaos all around, but many companies still need to function and require their staff to maintain a high morale and consistent productivity. To make the recovery centre a home away from home, therefore, the facilities include the requisite pause areas, support staff areas, computer rooms, management offices, crisis management rooms and training rooms to ensure all business and personal requirements are met.

## Largest Business Continuity provider in Africa

In 2008, ContinuitySA bought 100% of SunGard Availability Services's South African operations. The company integrated SunGard, its employees and customers into the ContinuitySA fold without a hitch to reaffirm its status as the premier and largest Business Continuity provider in Africa. In fact, ContinuitySA is double the size of its nearest competitor.

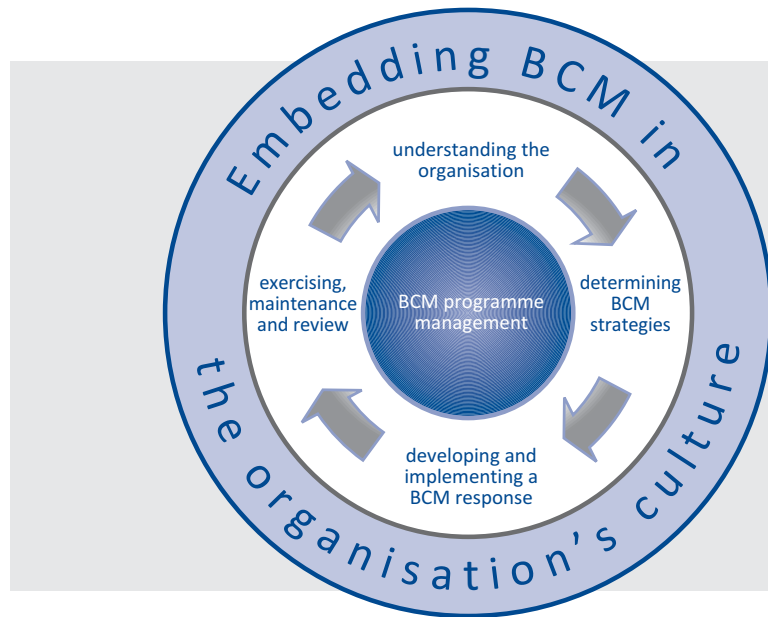
Business Continuity is far more than backing up your server and having a few desks for staff to sit at. It is a complex process of planning, testing and preparation for emergencies one hopes will never happen. To assist in the process of developing and implementing a world-class continuity plan, ContinuitySA professionally guides clients through the process of deciding what is classified as a critical business function, what needs to be done to ensure continuous operations or how to limit downtime to acceptable periods, and how to continually reassess the preparedness of the business as it changes.

## Minimise disruption, maximise profit

Today's business environment demands that organisations address the issue of business continuance in order to ensure survival after any disruptive event. However, this is a multifaceted and complicated discipline that frequently cuts across all functional divisions, and places strain on the organisation's resources.

Implementing a formal standards-based Business Continuity strategy based on international best practices has the following benefits:

- Minimise the effect of a disruption on an organisation
- Reduce the risk of financial loss
- Preserve the company's image and give clients and suppliers confidence in the organisation's services
- Enable the recovery of a client's critical systems within an agreed timeframe
- Meet legal and statutory obligations



- Measure the level of compliance to international Business Continuity standards from the BCI.

ContinuitySA specialises in resolving the intricacies related to Business Continuity planning using experienced resources and working to the BCI industry standards. ContinuitySA's Consulting Service is staffed by BCI qualified and experienced consultants (including the BCI Fellows mentioned above). It offers a total BCM service, from idea conception to implementation.

The processes followed in implementing BCM solutions are included in the Business Continuity Management Lifecycle. The basic steps include:

**Understanding your business** – a business impact analysis and risk assessment is carried out to identify those operational functions whose continuous operation is deemed critical to the survival of the organisation. This phase identifies the critical business processes; the timescales in which these processes must be recovered; any potential risk exposures; and the internal and

external resources and services required by those processes to restore and then continue operation to an acceptable level.

**BCM strategy** - The outcome of this phase is a strategy for BCM whereby the business continuity management framework and requirements are detailed. Existing strategies already in place are examined and evaluated against the priority needs previously identified.

**BCM response** - In this stage, the management, departmental, IT and support recovery plans are developed and implemented to support the strategy identified in phase two.

**BCM culture** - In this phase, BCM is marketed throughout the organisation through the use of training, corporate newsletters and appropriate communication media. Awareness levels of BCM are raised throughout the organisation.

**Exercising, maintenance and audit** - without regular testing and maintenance of the Business Continuity plans, the organisation runs the risk of relying on plans that could be out of date and insufficient to meet the company's requirements in the event of a disaster.

ContinuitySA is committed to establishing client partnerships that addresses the onerous task of creating and maintaining plans to ensure that the business operates effectively in the face of all risks and threats. By effectively passing on this responsibility to ContinuitySA, clients are freed up to concentrate on creating competitive advantage and enhanced profitability in their core business.

Also, by instilling a culture of continuity in your business, you ensure proper attention has been given to understanding and documenting the risks to which the organisation is exposed. This informs the strategy on how these risks will be confronted, which in turn propels Business Continuity plans and informs the flavour of the standby services the company suggests or provides.

ContinuitySA is also a responsible member of the South and southern African Business Continuity Community and has made it a goal to raise awareness of the need for BCM. To assist in ensuring the industry outperforms expected norms, ContinuitySA has signed an agreement with the second

largest player in the market, IBM Business Recovery Services that will see each company supporting the other's clients in case of their own disaster.

## Keeping you working

All the facilities on offer from ContinuitySA are designed with one purpose in mind, to keep client organisations working. This includes making place for workers, technology, data centres and the data companies rely on, as well as, in certain emergencies, mobile facilities.

Business Continuity Solutions and Standby Services from ContinuitySA offer extensive scalable infrastructure enabling the recovery of critical business processes. The infrastructure includes office space as well as an ever-expanding range of computer equipment.

Office recovery (or workspace recovery) comprises fully air-conditioned offices equipped with desktop computers, telephones, fax and copier services. This enables clients to relocate their staff component to the recovery facilities to resume their normal business function from the recovery centres, should they be unable to work in their normal office environment.

Financial traders can be accommodated in areas with specialised dealer phone systems and access to information feeds such as Reuters, Bloomberg and others. A number of meeting rooms, kitchens and bathrooms are scattered throughout the facility (for syndicated use), while a training room and a video conferencing facility completes the office environment.

As IT is the lifeblood of every corporation, the safety and continued operations of data centres is of vital importance to every business today. Data centres are often at risk because of their physical restrictions within the building they are located. The possible responses to denial of access or service interruption incidents are limited due to the fact that the expensive investment in data centres is tied to the physical structure the centre is located in and can not be easily moved.

***“Clients are freed up to concentrate on creating competitive advantage and enhanced profitability in their core business.”***



Clients can now locate a second data centre infrastructure within ContinuitySA's highly resilient site. Within the 5,000 square metres data centre recovery centre, clients can build customised data centres that are on permanent standby to take over operations at a moment's notice. Alternatively, using new virtualisation solutions, a smaller data centre capable of handling the critical functions of a business can be created as a stop-gap measure.

To reduce the dependence on location, the ContinuitySA Mobile Data Centre is a new product that mitigates a number of classic data centre hazards. Instead of having a backup data centre in a recovery facility, the Mobile Data Centre may be loaded onto a flatbed truck delivered to a standby site and connected for rapid recovery.

Alternatively, the ContinuitySA Mobile Data Centres can also be preinstalled onto a trailer, making transportation even more rapid. In total, every component of the Mobile Data Centre is customisable as custom purpose built containers do not limit application, adaptability and design options, with a maximum internal floor space of 30m<sup>2</sup>. With the ContinuitySA Mobile Data Centre, your data and systems are no longer tied to a single, vulnerable location.

## Provincial continuity

Attesting to the ContinuitySA standard of operations, the company was selected to build the only regional state-of-the-art Disaster Management Centre (DMC) in South Africa, for the Gauteng Provincial Government. ContinuitySA's Midrand facility was selected as the production location for the DMC including the supporting call centre due to its resilient infrastructure. This DMC has proven so versatile and successful there is a move to transfer the national Disaster Management Centre to this facility as well.

## Power Supply

- Office desks are provided with clean power outlets providing uninterruptible power supply, which is backed up by generators.
- Multiple generators and UPS units supply power to independent isolated areas within the buildings.
- All backup power systems are tested monthly and a full service record is kept.
- Adequate diesel is available on site for operation of the facility for up to seven days without refuelling.



## Server rooms and data centres

- Fully climate controlled with 100% standby capacity.
- A total of 5,000 square metres dedicated to data centres.
- Dedicated server rooms secured within metal cages, security walls and independent access control designed to accommodate client equipment.
- All server rooms are equipped with moisture detectors, maintain a positive pressure and are fitted with raised flooring.
- Fully redundant and independent power supplies should the national power grid fail.



## A Safe haven

With the activation of various new undersea cables in Africa, a large portion of it destined for South Africa, the voice and data bandwidth available to the country has been significantly improved. What this means is that South Africa has become a new Safe Haven location for businesses operating outside the continent.

The first of the new fibre optic cables that will transform the communications capabilities of South Africa and other African countries with over one terabyte of bandwidth is the SEACOM project. SEACOM will provide international fibre bandwidth along the east coast of Africa to Southern Africa, Europe and Asia and is scheduled to launch later this year.

And this is only the beginning. In the coming years, further fibre connections will be deployed to provide even further increases in bandwidth and more opportunities for voice, video and data communications between South Africa and the world.

Many Business Continuity experts contend that having a failover site in a separate location is not enough for true continuity and a third site on a different continent is the ultimate risk mitigation mechanism. With ContinuitySA offering the skills, experience and expertise to reliably run an offsite location, South Africa has become the ideal location for Safe Haven backup sites.

## The Business Continuity Maturity Model

Following its Business Continuity Management work throughout Africa, ContinuitySA Consulting Services has developed a unique application to assist organisations in assessing their Business Continuity Management capability. Named the Business Continuity Maturity Model (CM<sup>2</sup>), it gives all levels of management the ability to determine their company's capability to survive any disruption resulting from a single or a series of worst-case events.

The model has been designed according to the British BS 25999 Business Continuity standard. It breaks down continuity planning into various components and measures each business unit and division's readiness, combining the scores into an overall readiness level for the company which is displayed in an easy to read dashboard.

It is important to note that the CM<sup>2</sup> is not a standard benchmark against other companies in the same industry, but is a measurement tool designed to assess each company's readiness according to its own requirements. The comparison is not to how your competitors are doing, but to how close you are to achieving your desired state of continuity preparedness.



### Case Study 1 : Societe Generale

*Societe Generale has been a client of ContinuitySA for over 4 years. Its offsite configuration includes 25 syndicated offices seats and a dedicated caged environment.*

*Societe Generale declared a disaster after their offices, which are situated on the second floor of a three storey building, were damaged, due to a fire on the third floor. The sprinkler system went off and dripped through the ceiling into their offices which then caused flooding and excessive smoke. Their DB board was completely drenched in water and declared dangerous and inoperable. All power sources to the building were severed. Access to the premises was denied as it became a huge risk for anyone to be in the building.*

*ContinuitySA was notified on the Friday evening and placed on standby. ContinuitySA staff arrived at the client's site at 4:00hrs on Saturday morning to perform an evaluation on the damage caused. Fortunately for the client, the fire was retained to the third floor of the building; however the water damage and the strong stench of the smoke rendered the building unsafe. ContinuitySA deployed a certified electrical engineer to the client's site to verify and assess the damage caused along with the building management's electrical team.*

*This was done to ensure that the client's best interest be placed at hand and in order for them to not experience further loss or damage to their working environment or working conditions. At 15:00 hrs, a decision was made to relocate the client to the ContinuitySA Standby Site.*

*ContinuitySA's staff members assisted in getting Societe Generale's entire network up and running and basically resolved and completed all the client's batch runs at the end of each day. ContinuitySA completely configured the communication to the JSE and the Reserve Bank for the client and provided desktop support on a daily basis as well as more intrigued problem resolutions.*

*Societe Generale experienced no loss in business operations and production.*

## Case Study 2:

### Bankserv



*Bankserv is a payment clearing house that provides interbank electronic transaction switching services to the banking sector in South Africa.*

*As Bankserv's clients are dependent on it for processing various banking transactions, they wanted the organisation to build a standby site that included the necessary equipment for cheque processing, electronic credit card processing and payments that would enable the business to function as normal in the case of a disaster.*

*The organisation therefore required a standby site that would be equipped with the necessary office recovery capabilities, independent electrical power, air-conditioning, IT infrastructure, security, WAN connectivity as well as a quick and efficient method for courier drop-offs from banks. More importantly, Bankserv required the custom-built facility to be completed within 6 months.*

*Following a successful tender process, Bankserv turned to ContinuitySA to project manage and build its recovery site. ContinuitySA offered Bankserv a turnkey solution and after the design was approved, the site was built within 6 months. This included a specialised drive-through facility for courier drop-offs.*

*ContinuitySA provided the client with dedicated office recovery seats as well as a purpose built computer room in a protected, environmentally monitored environment complete with UPS and a back-up diesel generator. ContinuitySA also provided extensive facilities management and maintenance until Bankserv had sourced its own workforce to maintain and manage the facility.*

*The result was a custom-built recovery facility that was situated within reasonable travelling distance of Bankserv's primary site, and at an acceptable geographic distance from the Johannesburg CBD.*

*The South African banking industry now has the assurance of a fully functional and regularly tested recovery centre that is readily available should Bankserv encounter a disaster of any nature at any given time.*

## Spreading the word

The quest for skills in South Africa and Africa never ends. ContinuitySA is committed to continually improving its own employees' skills and improving the continent's Business Continuity skills. In this quest ContinuitySA offers training programmes to assist general business people in understanding the concept of Business Continuity, as well as helping people involved in Business Continuity Management gain a better grasp of the discipline as they begin applying it in the real world.

The first training course, the two-day Complete Continuity® Programme is designed to include all aspects of business continuity and provide an overview for those looking for an understanding of all the issues involved in business continuity management. The second, the Complete Continuity® Practitioners Programme, on the other hand, is a five-day course designed for those requiring a more in-depth, hands-on approach.

The Complete Continuity® Practitioners Programme is an intensive and comprehensive programme designed to include all the aspects of business continuity management required by managers and business practitioners responsible for the implementation and maintenance of an effective continuity programme. The course supports the theory taught with practical exercises to provide insight into the realities of designing and implementing continuity programmes in the real world.

The courses are designed in accordance with the globally acknowledged British standard methodology for BCM, BS 25999. Basing the courses on this acknowledged standard ensures that attendees are exposed to the latest, certified practices and methodologies in the field. Moreover, as opposed to traditional training programmes in which facilitators deliver the course, all the trainers are practising Business Continuity consultants employed by ContinuitySA.

## A stable and reliable partner

As a South African company, ContinuitySA has built up an unbeatable offering in the southern African market and is in the process of expanding its operations to other African countries. To date ContinuitySA has an operating presence in Botswana, Mauritius, and Mozambique.

**To effectively manage your organisation's operations, BCM is not a choice, it is a necessity. And while you can opt for the cheap option and hope for the best, ensuring your company's future requires in-depth knowledge, experience and commitment if it is to be done right. ContinuitySA is the largest and most successful Business Continuity provider in Africa and has 20 years of satisfied clients behind it.**

**Why leave the future of your business to another company when the internationally recognised market leader is a phone call away?**

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