



Enhancing and maintaining operational resilience through COVID-19

Some support that your business might consider in the weeks and months ahead to enhance and maintain operational resilience

This is a challenging time for everyone, and we are all experiencing first-hand the impact of the COVID-19 pandemic and seeing the effect it is now having on businesses and organisations, impacting how we work and how we engage with colleagues and customers.

COVID-19 is a significant threat to many and we all have to play our part in helping to reduce the spread of the virus. Just like you, the wellbeing and safety of our people is our priority and therefore we have taken steps to protect our people and follow public health advice, whilst ensuring that all of our teams are able to continue to work to support your business through this very difficult time.

The following weeks and months ahead will present situations that businesses and other organisations have not faced before. A key challenge will be maintaining critical services to our communities across the private, public and third sectors, whilst adapting to working with dispersed teams utilising remote working infrastructure and protocols.

From an economic perspective we are now entering uncharted waters. We have seen governments around the world inject significant liquidity into their economies to support vulnerable industries and we expect much more to come.

This environment will continue to present unprecedented challenges. How we deal with these challenges is critically important and will determine how we can safeguard vital services, maintain people and operations, and importantly, return to growth when the pandemic passes. Continual reassessment and enhancement of your business continuity plans will increase and maintain your operational resilience and help to address these challenges.

We are committed to supporting our clients, working in partnership to advise and support business continuity arrangements and operational resilience by providing additional skills and resources to lessen the impact of disruption to business as usual including:



Crisis management

Advice on establishing and maintaining effective governance, policies & procedures, working practices and tools to ensure you keep the business running



Business continuity

Assistance in maintaining critical business operations, remote support, 24/7 helpdesk facilities and physical office facilities if you need to segregate teams



Effective leadership and collaboration

Deployment of tools and associated training to business leaders and their teams to support staff productivity and interaction in a distributed team environment



Maintaining an effective security environment

Ensuring robust security is in place to protect data, devices, networks and firewalls, to cope with the new challenges of distributed teams and remote working

Supporting your business through COVID-19

We have the largest team of IT professionals in the Channel Islands on hand to work with you through the COVID-19 crisis. Within the wider BDO Group, locally and internationally, we can provide advice to support your planning and business operations through this crisis spanning technology, risk, regulatory & compliance, project management and training. We have drawn together all of our resources to ensure the maximum response capability to support our clients.

We can provide immediate support to you and your business in the following areas:

Effective Remote Working



Design and deployment

Support with design and deployment of remote working hardware and software tools; training and user adoption of Office 365 and Microsoft Teams to optimise productivity and collaboration with employees and clients



Citrix Remote Desktop

Providing seamless connectivity to on-premise desktops to maintain user productivity whilst ensuring a familiar user experience. Flexibility and scalability via a per-user per-month subscription

Maintaining information security



Vulnerability assessment and security monitoring

Cyber security monitoring on remote devices accessing your network using industry leading security vulnerability management tools, designed to prioritise, alert and report on security risks and threats



Setting up secure Virtual Private Networks (VPN)

Providing secure access for remote workers into your corporate environment, which can also utilise our cloud platform in the Channel Islands



Manage mobile devices

Using Microsoft Intune to monitor and manage both corporate and bring-your-own-devices (BYODs) to protect corporate data



Multi Factor Authentication (MFA)

Deploying an additional layer of security forcing remote users to supply additional credentials to verify identify, further protecting against unauthorised access

Additional services and facilities



Business continuity facilities

Help mitigate risk through both advisory services to develop effective business continuity strategy, and physical office space, in the event that your teams need to be split



Local service desk 24/7

Providing centralised end-user support and triage, either fully outsourced or to augment your existing IT team resources who are under increased strain through this period



Skilled resources

Available to help support continuity of IT and change projects in the event that either your own or contractor resources are unavailable or additional resource is required



Cloud based data backup

Implementation of automated back-ups, removing the need for back-up tape processes, tape handling, delivery and storage



Our team is here to support your business resilience needs. For more information please contact Richard Welsh: Richard.Welsh@c5alliance.com or call 01534 633733

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