



BS 25999 – Business Continuity Management

CASE STUDY STEELENHENG CONSULTING

Summary

Needs

- Practical experience of implementing BS 25999
- Robust and documented business continuity system

Benefits

- Increased resilience of the company
- Employee understanding of the benefits of business continuity
- Development of best practice through assurance that the processes are written down, recorded formally and integrated across the organisation
- Certified system in place to assure safety of employees and continuity of service to customers

Background

Steehenge Consulting is a UK-based company providing end to end business continuity, crisis management and emergency planning services to a broad range of organisations to enable them to respond effectively and confidently in the face of disruption. The company also delivers specialist services in energy and utility resilience, crisis communications and pandemic planning.

Established in 2004, Steehenge Consulting has over 30 full and part time staff based from offices in Salisbury and Westminster and has a proven track record in continual improvement in business performance and best practice. This is highlighted in



the organisation's certification by BSI Management Systems to the quality management system, ISO 9001 and more recently the business continuity management system BS 25999.

The scope of the Steelhenge business continuity management system encompasses both the Salisbury office and the London office and the key business services of business continuity (BCM), and crisis management with their associated supporting activities and resources.

Customer Needs

Working with BSI Management Systems, Steelhenge Consulting has been able to demonstrate to customers its continuity readiness as a supplier by gaining the BS 25999 standard, as well as encouraging customers to embark upon their own business continuity planning, training and exercising. "With our main business being business continuity, we also felt it was important to have been through the process ourselves to show we can 'walk the walk' as well as 'talk the talk'!" says Isobel Nicholas, Director for Steelhenge Consulting.

With strong determination and commitment to the project, Steelhenge Consulting has achieved the standard within an incredibly short space of time – just three months.

"Through the ongoing planning, training and implementation of our business continuity management system, the culture of BCM is becoming firmly embedded among all staff. Everyone in the company has a clear understanding of the benefits of business continuity and we are confident as a business that our people know what to do in the event of a disruption so that safety of our employees and our service to customers is maintained."

Benefits

"As a professional business continuity and crisis management consultancy, we intuitively incorporate business continuity into our day to day operations so some staff, particularly the consultants, were sceptical initially about the additional benefits BS 25999 would bring."

"However despite being a company that lives and breathes continuity, the system has helped us develop best practice further by ensuring that these processes are written down and recorded formally as part of our management system. This structure is now in place, linked to our ISO 9001 system, with an audit process to ensure that the information in the management system is correct, updated and all staff kept abreast of any change."

"The management system has implications for everybody in the organisation", continues Nicholas. "For example, the office manager knows what to do in the event of a power cut but more importantly so does everyone else, should an event occur either in an out of hours situation or when the office manager is absent."

Having the management system has also brought new items to the Steelhenge corporate agenda. For example business continuity activity is now being adopted into HR procedures such as annual appraisals and setting of objectives.

"I think we are more resilient as a result," confirms Nicholas. "The project has flushed out some new issues and provides the rigour to ensure our business processes are kept up to date as we grow in numbers of staff and develop new services. BCM is firmly on our business planning agenda to ensure we keep abreast of expected changes."

As the company grows, the management system will be developed to reflect this. We are also developing new services which will need to be addressed by the management system such as Steelhenge's Crisis Media Services."

BSI's Role

"Any business that can demonstrate an effective business continuity plan will have a competitive advantage over others, as well as the assurance of a continued operation in times of unexpected disruption", says Julian Thrussell, UK Product Manager for BSI Management Systems. "Today good business continuity management is not about being forced into taking action to address external pressures. It is about recognising the positive value of business continuity good practice embedded throughout your organisation."

Steelhenge Consulting chose to work with BSI Management Systems due to its international reputation for excellence. As business continuity management is a relatively new management system standard, Steelhenge wanted the assurance of an established and trusted certification body with unrivalled experience in standards.

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