FLEXIBLE, RESPONSIVE WORK AREA RECOVERY ON A UK-WIDE SCALE

RSA Insurance Group is one of the world's oldest general insurers. With a 300-year heritage and the capability to write business in more than 100 countries, it provides a range of vital services to help businesses and individuals protect themselves against life's uncertainties and enjoy peace of mind.

As a complex business that specialises in managing risk, RSA unsurprisingly considers business continuity a key priority. With customers often needing help at a moment's notice, the group's contact centres need to be up and running. Meanwhile, other vital business functions must be quickly recoverable to ensure claims can be processed seamlessly in an ever-tighter regulatory environment.

As a result, RSA boasts an advanced and energetic business recovery function, with dedicated teams allocated to each of the group's 100+ business areas.

The Challenge

Effective work area recovery is central to RSA's business continuity strategy. Prior to 2017, the group was able to meet its requirements largely in-house, using its large property portfolio to provide alternative workspaces if one of its main sites was compromised.

However, after rationalising its property holdings and calling a review of its business continuity management (BCM) strategy, RSA decided that a third party solution would be a better way of meeting its work area recovery needs. As well as providing flexibility and value for money, the solution had to be second to none in its effectiveness, ensuring staff welfare in the event of an incident and allowing the business to manage its existing obligations to customers.

During the tender process, it became clear that Daisy's network of workplace recovery sites had the best geographical fit for a UK-wide business like RSA. Daisy had also been supplying RSA with business continuity planning software for some years.

(i) AT A GLANCE

Company: RSA Insurance Group

Industry: Finance

Sites: 100+

Employees: 5,000+

Objective:
- Find flexible, cost-effective alternative workspaces that can be used when main sites are compromised

Solution:
- Business Continuity

Results:
- Flexible, scalable work area recovery

The Solution

Working with Daisy allows RSA to meet its recovery time objectives via a syndicated model, rather than relying on dedicated recovery seating. With a syndication ratio of less than 10:1, the solution offers considerable efficiency and a substantial risk-managed cost benefit, while ensuring fit-for-purpose workspaces are always available if an incident occurs.

Before implementation, the solution was rigorously tested in close collaboration with the RSA team and key external suppliers, such as Vodafone, which provide RSA with network and phone connectivity. In the event of an incident or test, Daisy deploys the customer's IT "image" to computers at the relevant recovery site, while connectivity is supplied by Vodafone between RSA and Daisy's own premises. This allows business-critical applications to be up and running in accordance with RSA's recovery time objectives.

The contract is designed to offer maximum flexibility and value, with a simple flat rate charged "per desk, per year", regardless of how many incidents actually occur. Ongoing testing is also built in, allowing RSA's Business Continuity team to conduct regular preparatory "dry-runs" and inspect all aspects of each recovery site when required.

The Result

"We were pretty impressed by how logical it all was," said Paul Rose, RSA's UK & International Head of Business Continuity Management. "It was great how flexible Daisy was prepared to be in allowing people to come and look and test. The team let us use their meeting rooms free of charge when we visit, are always accommodating and keen to help."

The work area recovery solution has already been tested over seven times by the RSA workforce. As well as making sure colleagues are comfortable with the work-specific aspects of each site (desks, phones, IT), the team ensures all other practical facilities like kitchens and washrooms are fit for purpose. After each test, users are asked to complete a survey, and the results have so far been overwhelmingly positive.

Going the extra mile is part and parcel of Daisy's approach. A site can be ready within just four hours, giving ample time for connectivity to be established and fine-tuned by RSA's IT and BCM teams. What's more, Daisy makes each recovery site available for 14 weeks in the event of an incident - far in excess of what RSA plans for as standard. An emergency hotline is also available for extreme situations, with callback guaranteed within 30 minutes.

Because the contract is flexible, RSA can increase or reduce the number of recovery site desks to fit changing business needs and workloads - essential in an industry that's undergoing extensive change. Daisy also offers RSA a "FlexPlace" service, where recovery centre desks can be hired for requirements other than business continuity – for example during an office refurbishment, or to accommodate temporary staff for a large marketing campaign.

In an evermore regulated industry, RSA can demonstrate a leading-edge, award-winning work area recovery solution to customers, senior leadership, regulators and auditors.

"Support from Daisy has made us feel very confident about the solution we're getting. Consistency of service is key, and whichever recovery site you visit, you know that's exactly what you're going to find."

Paul Rose, UK Head of Business Continuity Management – RSA Insurance Group

Find out how Daisy can help your organisation:
enquiry@daisyuk.tech
0344 863 3000

daisyuk.tech