



CASE STUDY

GLOBAL BUSINESS CONTINUITY PLAN PROVIDES CRITICAL OPERATIONS SUPPORT

Standardizing Procedures, Centralizing Communications and Coordinating Global Teams

OPTIMIZE

THE BUSINESS CHALLENGE

A major e-commerce provider of travel/hospitality products and services needed to **guarantee its critical operational and support functions** throughout its network of call centers. These call centers and customer service representatives worked in **locations around the globe** and were supported by service groups dispersed nearly as widely. It became imperative for the company to implement a standardized method to ensure continuation of critical business operations. The situation was further complicated by the fact that critical operations were conducted on **a range of technology platforms**.

The executive team selected AGSI to lead the development and implementation of an enterprise-wide Business Continuity Plan (BCP).

AGSI'S HIGH-LEVERAGE SOLUTION

AGSI, working closely with the executive team and the organization's Information Services team, designed an integrated plan to coordinate the development of a BCP. A central coordination team was put in place for the BCP planning process, consisting of AGSI and functional sponsors and specialists from the client organization.

AGSI led the entire development effort, providing planning and process guidance to each functional group. Working with the groups, **AGSI analyzed the BCP processes for best practices and communicated process planning** for all shared support services underpinning the distributed business locations.

VALUE TO THE ENTERPRISE

The BCP was **developed and implemented ahead of schedule**, providing the client with the guarantees necessary to relieve any concerns. In addition to the BCP, the project yielded **several unanticipated benefits**, including a new advisory system for inclement weather and emergency office closings and a new procedure to support building evacuations.

IN BRIEF

CLIENT:

E-commerce Product and Service Provider

ENGAGEMENT:

Business Continuity Plan Development

CHALLENGE:

Develop a standardized plan that could provide continued operations guarantees across a range of technical platforms and dispersed geographical locations

OUTCOME:

A successful plan was developed and implemented ahead of schedule and even included unanticipated benefits such as a new procedure to support building evacuations