

Business Continuity

Keeping in mind significant challenges to continued operation of businesses in the MENA region, we support all aspects of an organisation's business continuity requirements – from planning to execution to monitoring and maintenance. We have setup a business continuity centre to offer customised and specialised services for end to end business continuity to organisations.

Introduction

Some of the countries in MENA region are undergoing significant political and economic changes and have also been exposed to wars, cyber-attacks, regional conflicts, natural disasters like cyclones, storms, mild to strong earth quakes, fire etc. that impacts continued operations of businesses in the region.

The phrase "time is money" holds true in today's environment. Therefore, ensuring smooth running of business operations in an event of a disaster becomes important to protect the brand and to minimise losses.

Effective business continuity planning would potentially save a business from serious damages and potential existential threats resulting from these events.

The importance of business continuity has been recognised by governments and regulatory bodies like the Central Bank of Bahrain which has mandated all financial institutions in the Kingdom of Bahrain to have an effective business continuity framework that has been tested and audited.

Regulations have been put in place to ensure that industries that operate in highly regulated environment and non-availability of which could result in systemic risk or significant inconvenience to public at large have effective business continuity plans in place.

Regulations and good practices also demand that these plans are tested and updated on a periodic basis.

We understand the importance of Business Continuity for an organisation. Significant investment is required to plan, implement and maintain disaster recovery & business continuity plans from a people, process and technology perspective.

Our Services

Keeping in perspective business continuity requirements of organisations across MENA region, we have setup services covering all aspects of continuity requirements of a business. Our services are compliant with ISO 22301 standard and cover all aspects of BCM and IT DR requirements of an organisation.

BCM & IT Disaster Recovery Services

Business continuity services offered include:

- Developing ISO 22301 compliant business continuity management framework.
- Assisting in ISO 22301 certification
- Conducting Business Impact Analysis (BIA) and Risk Assessment (RA)
- Developing Business Continuity Strategy
- Developing Business Continuity Plan and IT Disaster Recovery Plan (IT DR)
- Conducting BCM audits and compliance reviews
- Testing BCM and IT DR facility services
- Training in business continuity awareness
- Managing annual ISO certification compliance with BCM requirements
- Designing, setting up, project management and operating business continuity centers including IT DR facilities
- Backing up of information and backup process management
- Automating IT DR and Automation of business continuity management process by implementing ICON BCM Business Continuity Management Solution
- Providing Cloud based data storage and continuity services
- Providing resources on short- and long-term secondment to support an organisation's BCM requirements

Business Continuity Centre

We also provide fully equipped and functional work spaces to organisations in our specialised Business Continuity Management Center that is designed and developed with the following features:

- Ergonomically designed workstations that provide a comfort work environment.
- 1Mbps Internet Connectivity
- Fast Broadband connection
- Leased lines as an option for connectivity. Analog Telephone Line
- In case of a disaster, lines can be diverted to a single phone or multiple phones.
- ePBX, Soft phones
- In case of a disaster, call center operations will function normally with features like call forwarding to mobile, voice mail, etc.
- Office Equipment
- Basic necessities of an office with fax, photocopier, shredder and filing cabinets.
- Workspace maintenance with a secured environment
- With the latest in crime fight equipment, CCTV, cameras recording 24/7, Intrusion Detection Sensors armed at every entry point, with various escalation measures on activation, and security alarm.
- Firefighting equipment with smoke alarms and fire extinguishers

Escrow Services

An innovative mechanism to address risks related to failure of software vendors from whom clients may have bought software, we provide safe custody of software source codes based on mutual agreed terms between the software vendor and the organisation.



Our Location

Our Business Continuity Centre is located close to Shaikh Khalifa Bin Salman Highway in Bu Quwah. The site accommodates 50 persons and is easily accessible from the highway. In addition to the above, we also offer temporary hot seats in our office in Manama, Kingdom of Bahrain.

Our Business Continuity Centre has an agreement in place with one of the leading telecom companies in Bahrain for hosting servers and for providing IT DR facilities; and is also a leader in providing cloud based recovery services in Bahrain.

Our People

Our IT consulting service line comprises experienced professionals who have worked with leading organisations across MENA region and who hold the most pertinent international qualifications. The team is supported by staff from all of Keypoint's service lines holding professional and academic qualifications.

Our team consists of resources holding qualifications like Chartered Accountancy, Certified Financial Analysts, B.Tech, CISA, CISSP, CISCO, PMP, ISO 22301/BS 25999 certified resources. The team is also supported by a network of partner companies with specialisation in Banking, Compliance, AML/KYC, Data, Business Intelligence, IT Security, IT operations, IT Network Management, ERP, Program Management, Business Continuity and Disaster Recovery services.

Contact Us

If you have any enquiries about our IT Consulting Services, please contact us and we will be pleased to answer any queries and discuss your business needs.



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