



**Emergency management by leading German transaction bank:
DWPBANK CHOOSES FACT24 FOR AUTOMATED NOTIFICATION IN EMERGENCIES**

Client



Sector

Commerce, Banking & Insurance

Problem

Dwpbank was seeking a solution to deliver a rapid corporation-wide response in the event of imminent hazard or failure of a key IT application or critical staff resources. The company's previous manual solution proved inadequate to handle the objective of rapid notification and alerting of a large number of people, combined with a detailed documentation and report of all alerting phases and activities.

Solution

Since the end of 2005 dwpbank has used **FACT24** Notification and Conferencing Service, a service which automatically notifies specialists and emergency team members within minutes. Implementation of **FACT24**, integration into the bank's emergency plans and staff training were completed within only five working days.

Benefits

- Automated alerting and notification by telephone within seconds, optimized confirmation procedure by notified parties
- The service functions independently of hardware and software
- No technical backup needs to be provided by the client company
- Qualified reporting of all phases and activities throughout alerting procedure
- Simple Internet-based administration and configuration of notification and conferencing scenarios

Deutsche Wertpapier-Service

Bank AG is Germany's market leader in transaction banking. dwpbank supplies process and IT services related to securities transactions for around 250 financial institutions from all fields in the credit services sector and a total of 7.6 million depots. The bank employs over 1,300 staff at seven locations throughout Germany. Transaction banks such as dwpbank are process specialists which take responsibility for a specific sector of the value chain for their clients. They focus on business process outsourcing (BPO), the professional, standardized handling of outsourceable processes, freeing up their clients to concentrate fully on their core end-customer business. The main principle of transaction banking is the processing of high volumes of similar transactions with the maximum efficiency.

With a total of 35 million transactions processed in 2005, the performance of dwpbank's IT systems is critical to the company. Complete failure of key IT systems or business processes would lead to disruption or standstill of the company's day-to-day business. For this reason, the topics of risk and emergency management and business continuity management are critical, and responsibility for them is divided among multiple departments and staff, coordinated by an emergency operations manager. The company distinguishes between IT security, building security and general emergency management.

BASELINE POSITION AND CHALLENGE ::

In the past, dwpbank's emergency alerts had been activated on the basis of an internal catalogue of rules by the security service, and involved manual callups of telephone lists. Time is a particularly critical factor in the provision of medical assistance by the company's trained first aid staff, and the previous emergency

system soon proved inadequate in coping with the rapid notification of large numbers of people plus documentation of notification progress.

The key role played by dwpbank involves the ongoing review and quality control of business continuity planning and emergency management. Here compliance with statutory requirements is as important as customer demands and the company's own goals and objectives.

SOLUTION ::

Dwpbank first discovered **FACT24** Notification and Conferencing Service in a press article. "**FACT24** proved to be a highly flexible solution that could be fully integrated into our bank's existing emergency plans", reported Thorsten Felix, deputy emergency manager at dwpbank, describing the baseline situation. "Implementation of **FACT24** took only five working days and did not impair the progress of day-to-day business." dwpbank focuses its crisis prevention on three emergency scenarios:

- failure of one of its seven locations
- failure of a key IT application
- failure of critical staff resources

The relevant data can be easily and rapidly altered at any time via **FACT24**'s Internet interface, and new alert or conference scenarios can be added. This significantly reduced the workload of ongoing data management in comparison to the preceding system.

REALIZATION ::

Dwpbank currently utilizes **FACT24** as its central tool for initial and follow-up alerting procedures. In addition, local alerting of staff can be carried out via the tannoy system in the building and two sirens on site.



Meeting the challenge

« Our IT systems are subject to increasing complex requirements of availability and stability. **FACT24's** automated communication technology provides vital assistance in the event of emergency. »

Thorsten Felix, deputy emergency operations officer at dwpbank

In addition to storing details of the members of dwpbank's various emergency response teams, **FACT24** also stores the "first responders" of the various locations who need to be notified in an emergency. A total of over 250 persons are currently on file, assigned to an array of emergency scenarios. Apart from alerting and notification of specialist staff, the system can also store scenarios in the form of spontaneous telephone conferences between the members of the regional emergency teams.

Any employee of the bank can report an alarm. In this case an internal 24-hour emergency number staffed by the security service is used. If an emergency is imminent, the security service immediately activates the alarm. The company uses existing telecom infrastructure to alert the persons required, including telephone, fax and mobile phone.

FACT24 automatically processes the confirmations while notification is in progress on up to 240 parallel ISDN lines, assembling status reports and sending them to the emergency team within minutes by e-mail and fax. If the alert reports show that insufficient human resources are available, a follow-up alert can be easily activated. In addition, **FACT24** documents all activities and confirmations throughout the notification and alerting processes.

If the emergency operations team needs to hold a telephone conference, **FACT24** "tracks down" the members in the same way as for an alert, and transfers those who confirm the contact to a conference call. The primary benefits of this system are the possibility of a spontaneous conference and the assembly of a group or groups of persons without the need to specify a time or type of telecom device.

Secure communication in emergencies

Emergency plans are doomed to failure if technical problems prevent the alerting procedure from being completed. For this reason dwpbank relies on **FACT24's**

high system stability and 99.98% availability rate. Tests previously conducted with **FACT24** delivered uniformly positive results, with all expectations fully met regarding quality of the user interface, procedure and documentation of the alert and of activated telephone conferences. The time factor is the primary feature in favour of introducing technical support and automation into the alerting process.

Prospects

FACT24 was fully integrated into existing emergency plans at dwpbank. Within current planning concerning the reorganization of dwpbank's Frankfurt location, consideration is being given to further-reaching technical integration (e.g. into the fire detection/alarm system).



dwpbank's Düsseldorf offices

Picture: dwpbank



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