



Optimal preparation for the worst case scenario

IBM SWITZERLAND INCORPORATES FACT24 INTO ITS DISASTER AND BUSINESS CONTINUITY MANAGEMENT

Client



Sector

Information technology

Problem

For Swiss company IBM Schweiz AG, disaster and business continuity management is the top priority in the event of problems or outages. Emergency procedures at the major IBM computer centers at Basel and Winterthur thus focus on securing rapid communication with internal groups (crisis management committee, specialists and management team) and external contacts (IBM clients).

Solution

IBM Switzerland's emergency plans now incorporate **FACT24** as a telecommunications solution that launches alerts in seconds and automatically sets up telephone conferences. In addition, BCM software and **FACT24** are integrated via an XML interface.

Benefits

- Alert is triggered using a variety of communication media to improve reachability
- Spontaneous telephone conferences can be set up
- Connection to ROGSI/DMS business continuity software
- Multilingual personalized notification options

IBM SCHWEIZ AG ::

IBM is one of the largest global information technology corporations in the world, and designs, develops and produces solutions for the full spectrum of computer systems, software, networks and memory technology including microelectronics. IBM Schweiz employs around 3,000 staff at ten sites throughout Switzerland.

The subject of business process outsourcing (BPO) is gaining in importance within application and infrastructure hosting in Switzerland, too, with companies outsourcing standard processes such as human resources, accounting and logistics. IBM's Outsourcing Solutions division provides customers with comprehensive, scalable offerings and efficient IT solutions that are consistently state of the art, while also focusing on considerations of security, high availability and 24/7 support in both infrastructure and business process management.

BASELINE SITUATION AND CHALLENGE ::

The majority of systems at the IBM Switzerland computer centers at Basel and Winterthur have redundant structures to maximize system stability. However, incidents can never be ruled out. Professional crisis management from the onset of an incident is critical if serious disaster is to be avoided. All key members of management, crisis management and specialist teams must be notified and alerted within the shortest possible time, and IBM's outsourcing clients must be informed as soon as possible.

Growing requirements

Given the increasing significance of IT services, IBM Switzerland set up a crisis and incident management system as early

as 1996. However, this initial solution was limited to a manually launched alert procedure by an external company, and soon failed to meet IBM's quality standards; it was insufficiently flexible and inefficient, updating was an extremely complex procedure, and it did not provide the option of multilingual voice notification.

SOLUTION ::

In May 2005, the Disaster Management unit of IBM's Basel and Winterthur computer centers decided to upgrade the professionalism of its alarm and crisis management systems. The two computer centers are responsible for business process outsourcing for around 70 clients; operations are partly governed by statutory requirements and international legislation (Basel II, Sarbanes-Oxley Acts). Business continuity management is an essential requirement for IBM Switzerland. In an emergency, every minute counts.

After conducting in-depth market analysis, the corporation chose Munich-based company **F24**. No other company was able to fulfil the catalogue of requirements issued by IBM, covering multilingual options, incorporation into existing disaster management systems and - a top priority - the possibility of direct conferencing.

REALIZATION ::

Communication requirements

F24 worked closely with IBM SOD Switzerland to analyse the communication needs of the Outsourcing Solutions division in the event of emergency. Existing scenarios were upgraded to include the new option of telephone conferencing. The individual notification and conference scenarios were managed by the SSL-encrypted **FACT24** Internet interface. After a



Ready for the worst case scenario:

« Fortunately, up to now our computer centers at IBM Switzerland have been free from major disaster. But with **FACT24**, the easy-to-operate, rapid and multilingual notification and conferencing solution, we are now optimally prepared for the worst case scenario. »

Peter Biber, Process Coordinator IT Continuity/Disaster Manager for IBM SOD Switzerland

battery of tests, **FACT24** was operational at IBM Switzerland within 14 days.

Staff training

In addition to notification and conferencing services, IBM prioritizes training of the appropriate staff members. Training courses and test alerts are held up to twice a year in Switzerland in collaboration with **FACT24**, and new personnel receive immediate in-house training.

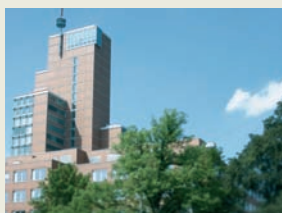
Activation in the event of a crisis

At IBM, up to 140 persons must be notified or linked up in spontaneous international telephone conferences. Here, the key criteria are the time required to trigger the alert and the option of recording feedback. In an emergency, the security service at IBM's Basel or Winterthur computer centers – supported by a simple decision matrix – calls the international **FACT24** service number and triggers the required alarm or conference scenario by simply pressing a button on the telephone keypad. Further alert phases are launched by the crisis management group on a case-by-case basis. In addition, **FACT24** was integrated into the emergency plans of IBM Schweiz AG, documented in the

ROGSI/DMS business continuity software. An alert can be triggered directly from this application via an XML interface.

Alert process

F24's redundantly structured alert servers contact IBM's predefined list of decision-makers and emergency teams via mobile phone or landline, fax, e-mail, pager, SMS or other predefined methods, on up to 240 parallel ISDN lines simultaneously. If individuals cannot be contacted via landline or mobile phone, a predefined stand-in is notified. **FACT24** can therefore alert or notify hundreds of people within minutes. The personnel notified confirm receipt of the call by entering their estimated time of arrival at the scene via their telephone's tone dial, or join a telephone conference. During the alert procedure **FACT24** assembles the incoming confirmation feedback into reports and automatically sends them to the Disaster Management Command Center by fax or e-mail. The Disaster Management Commander can thus see at a glance who has already been contacted and, most important, their time of arrival at the scene - an indispensable aid to operations planning.



IBM Winterthur Computer Center



IBM Winterthur Computer Center



Disaster Management Command Center at IBM

Pictures: IBM



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