

Continuity

IT resilience in the face of incidents and crises

KEY BENEFITS



Ensuring business continuity in the face of failures or disasters



Reduced economic and operational impact



Compliance with regulations and audits



Increased confidence among customers and stakeholders

KEY FEATURES

- Business Continuity Plans (BCP) and Disaster Recovery Plans (DRP).
- Risk and impact assessment (BIA).
- Definition of RTO and RPO with automated monitoring.
- Execution and control of continuity tests.
- Reports and evidence for audits.

KEY INTEGRATIONS

- **Service Catalog:** alignment between recovery plans and critical services.
- **CMDB:** visibility of technological dependencies and risk points.
- **Service Desk:** automation of actions and communication during contingencies.
- **Remote Control:** agile and secure support to restore equipment and services in any location.

HIGHLIGHTED USE CASES

- Automatic activation of recovery plans after a critical failure.
- Coordination between IT and business during major incidents.
- Periodic assessment of resilience and restoration times.
- Training of technical teams through simulations and contingency exercises.

“According to Gartner, every hour of network downtime can cost up to \$42,000. If an organization experiences just 175 hours of downtime per year—a figure only slightly above average—it could be losing more than \$7 million annually.”