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Business Continuity Plans and Disaster Recovery

When relocating offices you need to have a robust Business Continuity Plan to ensure that any unforeseen circumstances do not affect your business. If the phones stop working and the computers are down – every minute of downtime can be costing you money.

90% of businesses that lose data from a disaster are forced to shut down within two years of the disaster. 50% of businesses experiencing a computer outage will be forced to shut within five years (Source: London Chamber of Commerce).

20% of all companies will suffer fire, theft, flood damage, power failures, terrorism or hardware/software disaster. Of those without a business continuity plan:
- *43% will never re-open*
- *80% fail within 13 months*
- *53% of claimants never recoup the losses incurred by a disaster (Source: Aveco)*

If you create a thorough Business Continuity Plan, this could also serve as a Disaster Recovery Plan for the future. Often, these plans are seen as too time consuming or too expensive to create. But no matter what your size of business, you should at least have a basic plan. This outline for a basic continuity plan will at least give you a start. The alternative is to get an IT & Telecoms specialist to develop a plan.

Outline of a Business Continuity Plan

Analyse your personnel
Make a list of the people without whom your daily operations couldn't continue and list an alternative member of staff who can take on that role if they are away. Collate contact information for these people, including business phone, home, mobile, business email, personnel email and any other way of contacting them during a move or in an emergency.

Remote working
It is a good idea to see if it is feasible for key personnel, or all members of staff, to work from home in the event of an emergency. This way, if access to the building isn't possible, business can continue.

Create a directory of external contacts
Make a list of all essential suppliers, contractors, utility companies, solicitors, banks, etc. Features in your list should be anyone you rely upon.

Conduct an audit off all your equipment
Create an inventory of all your PCs, Laptops, Mobile Devices, Printers, Fax machines, Phones, Photocopiers and specialised software.

Backup of data
You should be regularly making back ups of your data, which are kept in a secure, off-site location. If you don't have a large IT team to manage this for you, exploring cloud services for disaster recovery can be useful for smaller companies.

Safekeeping Critical Documents
You need everything that's necessary to start your business again from scratch, for example: Legal documents, Insurance policies, Utility bills, Banking information, HR documents, building lease information, tax returns etc. Keeping copies in a secure, off site location is a good idea.

Identify alternative supplies
If your business relies on certain equipment and it is possible that they might be temporarily available, create a list of alternative supplies of them, for example: if you need laptops, where can you quickly rent some from?

Make a How to List
This is the big switch over to your new premises, where your old lines are switched off you new ones are brought into service.

Create your Business Continuity Plan
Ensure all the relevant information is kept in one document and that it is circulated to key members of staff. Also keep extra copies at a secure off-site location.

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Converse Telecom has a team of IT & Telecoms specialists who are experienced in managing office moves for a wide range of customers, all with different requirements. We have dedicated Disaster Recovery options for your telephone systems and IT services.

Thinking of moving? Call us for advice 0800 088 4444

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