

# BUSINESS RESILIENCE SERVICES

**COOLSPIRiT™**  
a Databarracks company



Prepared leadership.  
Rehearsed plans.  
Resilient technology.

**Business Resilience is the strategic capability to prepare for – and respond to – disruption, and to adapt and thrive in a challenging environment.**

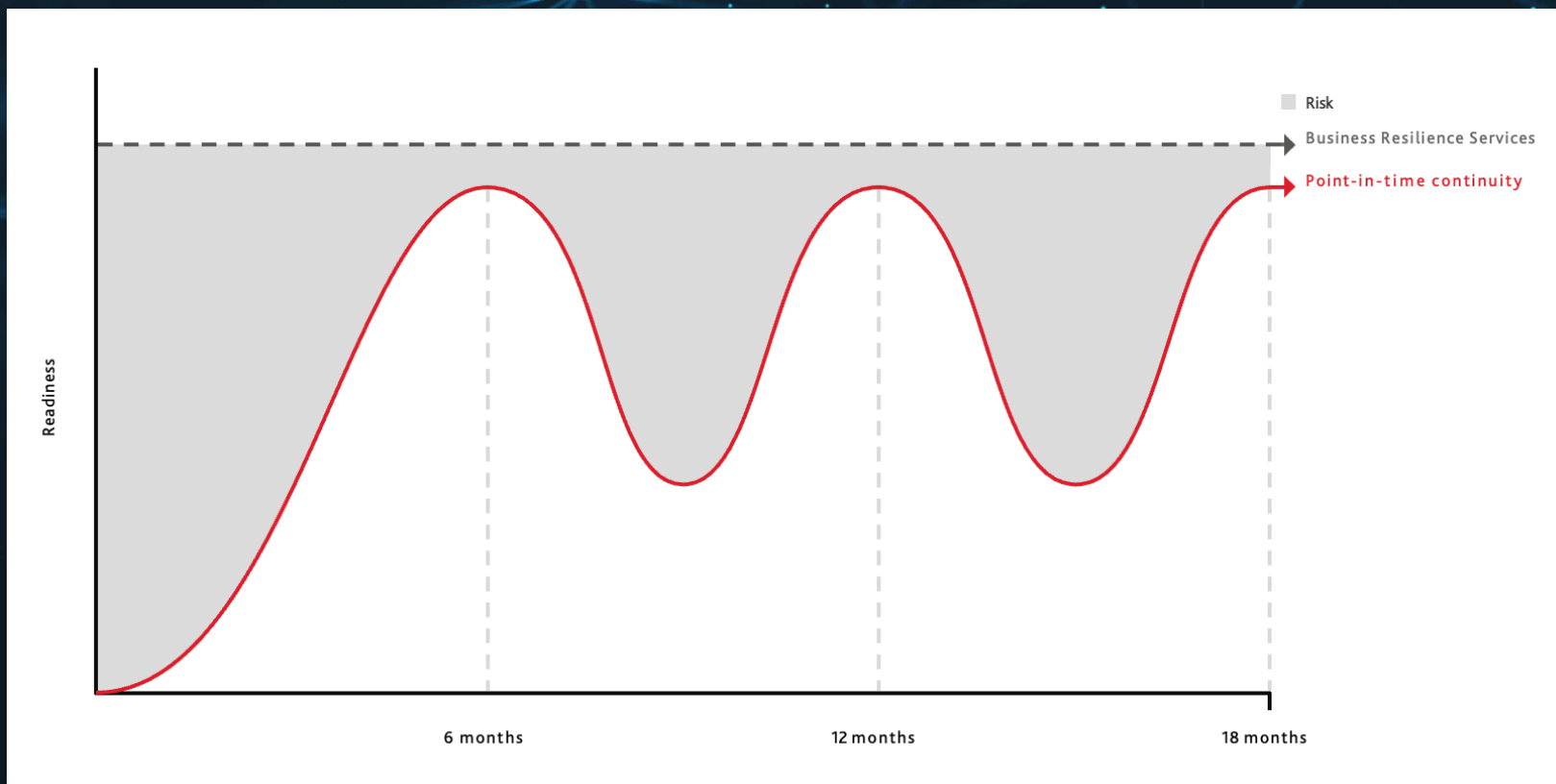
One-off Business Continuity projects don't improve your resilience or materially reduce your risk.

Resilience and preparedness must be embedded as a permanent mode of operation.

Most organisations struggle to manage resilience programmes. There are always more urgent competing priorities. When there's revenue to bring in and daily challenges to attend to, it's easy to overlook the need to prepare for major disruptions.

## Continuity engagement over time

Point-in-time continuity planning produces peaks and troughs in readiness. Business Resilience Services delivers sustained resilience against changing risks.



## The Databarracks approach

Our approach is to deliver Business Resilience as a managed service.

A BC plan left to become out of date, or an exercise delivered in isolation ticks a box for compliance, but it doesn't prepare your organisation.

We bring all the pieces of your Business Resilience programme together, ensuring it's not just a plan on paper but a fully embedded and up-to-date framework.

With ongoing expert support, you get clear, practical guidance to keep your programme on track and turn best practices into real-world impact.

The outcome is a mature, crisis-proof resilience function that keeps your organisation ready for any disruption.

## How it works

It's a partnership.

Whether your Risk and Resilience is led by a large dedicated team or one person wearing multiple hats, we work with you to fill the gaps in resource or expertise.

Together, we devise a schedule of activities, supported by our ongoing Service Management. We achieve the desired outcomes of the project but also deliver continuous improvement throughout the service.

# THE BENEFITS



## Access to expertise

### Specialised skills & scalability

Gain access to experts with specialised skills and knowledge.

Scale services to match your evolving needs, providing flexibility and support for growth.



## Cost efficient

### Predictable costs

With a subscription-based model, Databarracks offers a predictable monthly cost, making budgeting straightforward and eliminating the unpredictability of one-off projects.



## Focus on core business

### Free up resources

By outsourcing Business and Technology Resilience to Databarracks, your team can concentrate on core business activities and strategic initiatives, driving growth and innovation.



# THE SERVICE

The Databarracks managed service approach embeds resilience through an ongoing programme of activities:



**Business Continuity Incident Response (BCIR) Service.**  
Support from our BR team to guide your incident response.



**Annual Executive Resilience Workshop**  
An onsite workshop reviewing the risk landscape, Crisis Management and your Resilience Maturity.



**Annual Resilience Maturity Assessment** A snapshot of your capability, providing insights to help strengthen your overall resilience.



**Quarterly Service Management Review**

A comprehensive review of business changes, project progress, risk landscape, and resilience readiness. We provide the dashboard reporting to maintain your confidence in your ability to continue business operations and recover from disruptions.



**Monthly Resilience Review**  
A regular review of ongoing activities, actions and changes.



**Monthly Resilience Workshop**  
A cross-organisational workshop reviewing risk, legislation and regulation, horizon scanning, threats and opportunities.



**Business Resilience Operations Manual**  
Your internal guide, detailing governance, policy statements and standards.

Embedding and delivering Business Resilience consulting through our managed service model provides unparalleled value, ensuring your business remains resilient, secure, and efficient.

# WHAT WE DELIVER

## Executive

### Incident Response

Support on the day of an incident.

### Exercises and Training

Improving all levels of preparedness from DR and BC to Incident and Crisis Management.

### Crisis Communications

Development and implementation of crisis communication plans.

## Technology

### Cyber Incident Management

Playbooks, exercises, and training to manage cyber incidents effectively.

### IT Disaster Recovery

IT Incident Management plans, test schedules and IT Service Continuity manuals.

### Backup and Disaster Recovery Services

Comprehensive data protection services, underpinned by 20 years of expertise, to protect and recover data.

## Operations

### Capability Improvements and Awareness Training

Improving capability, training and awareness.

### Plan Reviews and Updates

Ensuring plans remain effective and relevant.

### BC Lifecycle Implementation

Full business continuity lifecycle implementation.

### Risk Management

Operational risk management and horizon scanning to identify and mitigate threats.

### Maturity Assessments

Based on ISO standards or best practices to evaluate your resilience maturity.

### BIA & Risk Assessments

Identifying vulnerabilities and impacts.

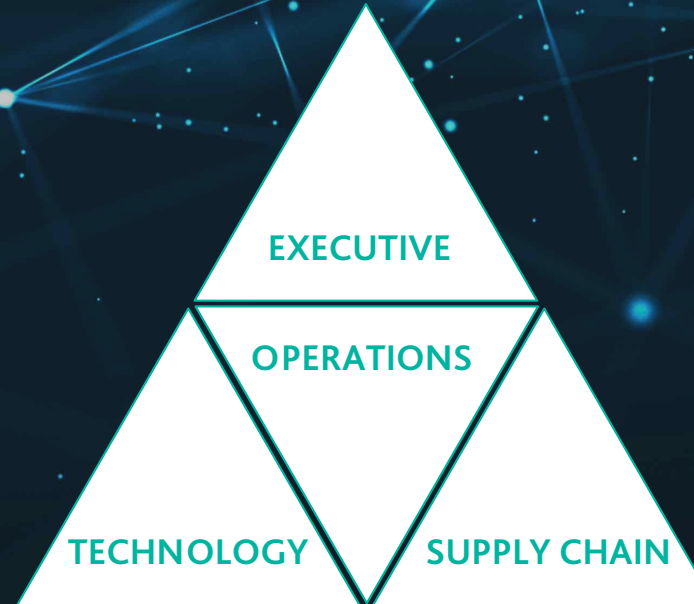
### Internal Support and Upskilling

Advising BC Managers and Coordinators.

## Supply chain

### Supplier Resilience Assessments

Assessing the resilience of your suppliers to ensure they meet your business continuity requirements.





	Exercising (Integrated)	Business Continuity (Advanced)	Business Resilience (Executive)
Incident Support	BCIR	BCIR	BCIR
Monthly Activity	Resilience Review & Workshop BR Horizon Scan & Incident Review Update	Resilience Review & Workshop BR Horizon Scan & Incident Review Update	Resilience Review & Workshop BR Horizon Scan & Incident Review Update
Quarterly Activity	Risk Review   Resilience Scorecard Exercise Planning	Risk Review   Resilience Scorecard Exercise Planning + BIA + BC Solutions + BC Plans	Risk Review Resilience Scorecard Exercise Planning   BIA BC Solutions BC Plans + IT Continuity Dependency Mapping + IT Continuity Workshop + IT Continuity Solutions + IT Continuity Plan
Half-yearly Activity	BC Tabletop Exercise	BC Tabletop Exercise + Incident Management Training	BC Tabletop Exercise Incident Management Training + IT DR Training + IT DR Exercise
Annual Activity	Crisis Management Exercise Executive Resilience Workshop Update BR Operations Manual	Crisis Management Exercise Executive Resilience Workshop Update BR Operations Manual + Crisis Management Training + Maturity Assessment and Board Briefing	Crisis Management Exercise Executive Resilience Workshop Update BR Operations Manual Crisis Management Training Maturity Assessment and Board Briefing + Advanced Crisis Simulation (Gold, Silver, Bronze) + BC Internal Audit

## Our expertise

We've literally written the book on Business Continuity.

From contributing to the International Standards on continuity and security to publishing books on exercising, our team lead the industry.

All our consultants come from resilience backgrounds and have managed real incidents, so our approach is practical and works in real life.

We've helped hundreds of organisations.

We train Crisis Management teams in global manufacturing businesses, run market wide exercises for national banks and have recovered public transport companies from ransomware.

Bad consultants baffle with complex models and frameworks. They create an endless list of new projects for themselves but fail to implement change, influence the organisation or deliver value.

Our approach is different. We use our experience to create services that deliver the biggest real-world improvements to resilience.

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Visit: [www.coolspirit.co.uk](http://www.coolspirit.co.uk)

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