

## CASE STUDY

# From Unwieldy to Efficient: Micro Focus Transforms Business Continuity

### CHALLENGE

The Micro Focus business continuity team, led by Steve Smith, Head of Group Security and Safety, set out to standardize and mature its business continuity (BC) and resilience program.

One of the team's key objectives was to improve the efficiency of their program management process. Prior to bringing on Riskconnect, the team was managing plans in Word documents and Excel spreadsheets, which were printed and stored in dozens of binders. The paper-based approach was proving increasingly unwieldy as the organization grew. "At one point, we had 8-12 feet of shelf space taken up just by binders of plans," says Steve. "It was a massive effort just to try to keep them up to date, and it was incredibly hard to find what you needed in an emergency."

The team also struggled with stakeholder engagement across business lines. "We had a lot of employees and stakeholders that didn't want to get involved with business continuity planning because they didn't understand the benefit," says Steve. "We had a lot of challenges with getting them engaged to help write plans that were productive and useful."



### QUICK FACTS

[www.microfocus.com](http://www.microfocus.com)

**Industry:** Software and Information Technology

**Employees:** 12,000

Founded in 1976 and headquartered in Berkshire, UK, Micro Focus is a British multinational software and information technology business.



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— Steve Smith, Head of Group Security and Safety

## THE RISKCONNECT SOLUTION

### Business Continuity Management (BCM) Software

Micro Focus first partnered with Riskconnect to replace its paper-based program with a dedicated BCM software platform. The Riskconnect tool introduced automation that quickly began streamlining once-arduous processes like reviewing and updating plans.

“The team used to spend countless hours sending emails and making changes to plans, and as a result, some plans were neglected or didn’t get developed,” says Steve. “Rolling out Riskconnect’s software tool really made things a lot easier. It has an automated process for sending the plans out, prompting people to review them, and tracking the review and approval process. This has vastly improved accountability and helped us ensure that the plans are being reviewed and updated regularly.”

### Consulting Managed Services

After rolling out the new BCM software, the Micro Focus team engaged Riskconnect’s business continuity consulting team for ongoing managed services to continue developing and growing their BC and resilience program.

The Riskconnect consulting team began by engaging with Steve and his central team as well as regional

representatives in America, Europe, and APAC to ensure effective adoption and use of Riskconnect’s software solution across their userbase. The Riskconnect team also provided – and continues to provide – incident and crisis management training, exercising, and consultancy to the team’s regional leaders and alternates as well as core corporate functions.

Steve reports that scenario-based exercises have been a particularly valuable component of the services delivered by Riskconnect. “The exercises are designed to push the envelope and challenge employees’ general way of thinking, which helps develop their abilities to manage a crisis,” he explains. “We’ve done a number of exercises with Riskconnect over the years, and they’ve been incredibly helpful. Riskconnect helps us create very realistic scenarios that really grab people’s attention. Going through the exercises helps make us aware of deficiencies in our processes so we have an opportunity to address them.”

Riskconnect has also helped Micro Focus set expectations for its growing program by analyzing program metrics in terms of BIAs and Plans, and by working with Steve’s team to understand status, trends, and areas for attention. “The Riskconnect team has helped us really understand where we are in the process and where we need to focus our efforts to evolve the program effectively,” says Steve.

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## THE RESULTS

### A Cultural Shift

Steve reports that the exercises and training delivered by the Riskconnect consulting team – underpinned by the efficiencies introduced by the BCM software tool – have driven a cultural shift at Micro Focus. “Employees and executives are now truly embracing the concept of business continuity and have become a lot more engaged with the program,” says Steve. “Gone are the days when they would say ‘We don’t have time,’ or ‘That’s not important.’ In fact, people now proactively reach out to us for help improving their plans. It has been an incredible shift.”

The use of the BCM software tool has also enabled many more employees to become involved in the planning process, which was previously centralised and manual. “Before, less than 20% of our employees were even aware we had a business continuity program,” Steve explains. “Now, 80% of our employees not only know about the program but are also covered in the program.”

### Doing More with Less

The engagement with Riskconnect has also helped Micro Focus accomplish much more with its program without expanding its team. “Back when we were on the paper system, we only had around 70 plans,” explains Steve. “With the help of Riskconnect’s software and managed services, we’ve been able to expand our program to over 300 plans without increasing our staff at all. We’re working much more efficiently, and Riskconnect’s managed services have delivered far more benefits and

resources than if we had used that money to hire more full-time staff.”

Steve also reports that the BCM software has been integral in allowing Micro Focus’ business continuity program to scale as the organization grows. “We made an acquisition in 2017 that tripled the size of our company,” he says. “The software was instrumental in enabling us to roll out the program to the acquisition and get them onboard and standardized. Without that tool, there’s no way we’d been able to manage the additional load that that would have had on business continuity.”

### An Invaluable Partnership

“Riskconnect has been a critical resource in helping us navigate the many challenges of business continuity management,” says Steve. “Without exception, everyone from the Riskconnect team has been extremely knowledgeable and great to work with. Without them, we would never have been so successful with developing our program. From the tools that they’ve implemented to their professional expertise, it’s been invaluable to have a partner like Riskconnect.

With the help of the Riskconnect team, Steve plans to continue developing and enriching Micro Focus’ program. “This year, we’re working on auditing our plans, flagging deficiencies, and working with plan owners to close the gaps and make the program even more robust,” he says. “We look forward to continuing to partner with Riskconnect to drive ever-increasing levels of engagement and preparedness.”



### Ready for some hands-on help?

Let’s discuss how to best achieve your resilience goals. Learn more and book a meeting at [riskconnect.com](https://riskconnect.com).