CASE STUDY | RESILIENCE

Global Law Firm Raises the Bar for Business Continuity with Riskonnect

A leading global law firm needed a coordinated approach to manage resilience across its global network of offices – and turned to Riskonnect to get the job done right.

ORGANIZATION OVERVIEW

Global law firm

31 offices in 25 countries

5,000+ employees

Headquartered in London, England

CHALLENGE

At a leading London-based global law firm with 31 offices in 25 countries serving 16 core industries, communication is critical for optimal client experience.

While each office prioritized basic business continuity to maintain client service and support, every location, every process, every function had a different type of plan – and each plan had a different format. The decentralized structure made it difficult to handle the overall scale and complexity of properly preparing for disruption.

Administering the program also was very manual and time intensive. Without automation, information was often out of date, rendering plans less effective. The concern was that if something went wrong, the paper plans would have outdated contact information and other details.

The firm was looking for more consistency in the plans and processes across locations. The team wanted to a cohesive strategy and readily available, up-to-date contact details and other relevant information to better prepare in the event multiple locations were impacted by severe weather, civil unrest, cyberattacks, office closures, or other disruptive events.

> **We realized that a more standardized approach across locations, processes, and functions would significantly strengthen our overall preparedness," says the firm's global business continuity manager.**

SOLUTION

The firm turned to Riskonnect's Business Continuity & Resilience software for an easy-to-use solution that provides program consistency, stability, and maturity. The firm collaborated closely with Riskonnect to refine the plans and prepare for future unknowns.

The software stores all business continuity program information in one convenient location, which is accessible at anytime from anywhere – even offline. Adaptable templates provide consistency of plan information and format for all departments.

The software automates routine tasks like collecting and updating information, documenting approvals, sending reminders, and compiling reports. It also seamlessly syncs with business impact analyses and the firm's human resources systems to keep contact information current and accessible.

A universal change – such as adding a new section – can now be made one time to the template instead of altering 31 different plans separately. Automatic updates like this save a huge amount of time – which is especially important to smaller teams.

Because the software is so easy to use, plan owners regularly go into the system to update information, which helps ensure that the right information will be there when it's needed. "It's created a positive cycle of continuous improvement," explains the global business continuity manager.



RESULTS

With Riskonnect, the firm has a centralized business continuity program with streamlined processes, regular reminders for updates, and scheduled approvals. Plans are updated quickly and easily, instead of taking multiple days. The firm also has a built-in feedback loop for continuous improvement. The result has been a significant boost in plan quality.

Now that so much plan management is automated, the business continuity team has time to focus on other important areas of risk management like cyber resilience and scenario planning for specific events. "We've significantly improved the quality and currency of our plans," reports the global business continuity manager. "The update process is now much more efficient."

The firm can also easily share program highlights and prove to auditors and clients that it is committed to providing reliable service under any conditions.

The executive team members – always active supporters of the business continuity program – are reassured that critical plan details and contact information are always readily available, even in the middle of a crisis.

> **"With Riskonnect, we can confidently showcase our robust business continuity program, notes the global business continuity manager. During a crisis, we can provide the C-suite with critical plan details and contact information, instilling confidence in our preparedness."**

The team adds that Riskonnect is worth so much more than the extra bells and whistles of the software. It was the ease of working with the Riskonnect team that turned out to be one of the biggest benefits of all.

Says the global business continuity manager: "The team's friendliness, efficiency, and commitment to providing a great experience have been invaluable."

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