

Consulting Services

Resilience Management



In conjunction with our specialist consultancy partner (OpsCentre), Select Sourcing provides a range of Resilience Management Solutions: Business Continuity, IT DR, Crisis & Emergency Management and Security Management. Whether you need Consulting Services, Software solutions or Training and Awareness, we have a product that fits.

The OpsCentre consulting team is passionate about what they do, across the industries they work in: SME, Enterprise, Corporate or Government. Most importantly, their clients sleep peacefully at night, knowing no matter whatever disaster or security breach occurs, their business continues unaffected; no if's or but's: whether it's a minor outage or major disaster.

Consulting Services

With consultancy assignments starting at just a few days, through to ongoing year-on-year managed services, we can tailor a solution to suit. Whether you are a 'green-field' client just starting out on building a resilience framework, policy or plans, or a mature one that has a fully implemented and tested solution in place, we can add value to your program in several ways:

- **Audits & Health Checks** – review of existing resilience, continuity and recovery policies, plans and procedures against formal standards as well as general 'fit for purpose' assessments
- **"QuickStart" Services** – need to get up and running quickly? Our pre-packaged quick start services are an out-of-the-box solution that get you up and running quickly.
- **Risk Assessments** – we provide enterprise wide strategic risk assessments, information security risk reviews, through to development of risk treatment teams
- **Business Impact Analysis** – the foundation of every resilience and continuity solution, we can undertake a 'BIA' across all areas of your business to determine quantitative and qualitative impacts, should an adverse event occur
- **Business Continuity Strategy** – with so many elements to consider in a resilience strategy, its important to have someone that has been on the journey before. Our experience includes aspects such as: workplace recovery, information protection and recovery, IT systems recovery and business process and function restoration
- **Technology Recovery Strategy (IT Disaster Recovery)** – keep pace with this fast moving sector utilising our experience of technology recovery solutions in data centres, voice and data networks, storage, virtualisation and applications recovery.
- **Alternate Site Selection** – we assist with development of requirements for third-party (workplace recovery) solutions, fit to you requirements and contract negotiations
- **Testing and Exercising** – 'there's no such thing as a failed test' in the field of business resilience. Whether you need help with individual component or module testing, desktop

walkthroughs, crisis management simulations of full live testing of your entire resilience plans and procedures, OpsCentre can help fast-track your testing and exercising program.

- Audit and Governance – ensure your resilience plans are always current and ready for use via a formal audit and governance policy. We help clients structure the ongoing internal and external audit and governance plans and develop executive and board reporting.
- Market Research – confused about the marketplace offerings: Alternate Site Providers? Risk and resilience tools? IT Security Monitoring? IT Recovery Software Solutions? Leverage our continually growing knowledge base of industry trends and solutions and their fit to your needs.

Managed Services

One thing that OpsCentre has learnt is this: most clients want a consultancy service, but need a managed service: they simply don't have the resources, time, or expertise to keep things up to date. But if they don't, things just don't work in a real disaster or incident situation. A Managed Services is the solution, think of it as 'Resilience as a Service'. A virtual staff member that maintains and exercises your plans, helps respond to audits, trains new staff members and ensure you are compliant with current standards and good-practice innovations; all for a fraction of the cost of employing your own dedicated, full-time, staff member.

Resilience Software Solutions

OpsCentre is the Asia Pacific authorised representative of Recovery Planner's 'RPX' Resilience Management software tool; the leader in Gartner Group's 2013 Magic Quadrant for Continuity Software packages. In addition, OpsCentre provides a smartphone package, **MIRA**; so now everyone has their plans with them when needed; always current, always available.



Resilience Training Solutions



Do you need your staff trained? Whether its general awareness or formal certification, OpsCentre's partnership with the Disaster Recovery Institute (www.dri-anz.org), the worlds leading not-for-profit organisation promoting industry best practice, training and certification, we provide a range of public and private training sources, including formal certification courses (CBCP/MBCP), tailored internal training and general awareness for your staff, clients and other stakeholders.

Need to know more?

For a one-on-one consultation about your requirements, or to learn more about Select Sourcing's range of resiliency management solutions, contact **Christian Fletcher** on **0409 724 869** or at Christian.fletcher@selectsourcing.com.au