

“Fujitsu has delivered all that was set out to be delivered. As a result of its work, IPF has improved its Disaster Recovery capability significantly. The results of the work have provided insight and assurance to all stakeholders up to board level.”

Tony Kelly
Group Head of Loss Prevention
International Personal Finance



Fujitsu defined a benefits roadmap and programme mandate that resonated with IPF to ensure it has a robust and tested ICT Continuity capability across the business.

At a glance

Country: United Kingdom
Industry: Finance
Founded: 2002
Employees: 3,600
Website: www.ipfin.co.uk

Challenge

IPF wanted to gain a greater understanding of the ICT Continuity (Disaster Recovery) capability of its most critical systems. IPF had a further desire to implement a robust and tested Continuity capability across the business and needed key suppliers to provide assurance that the provisioned technology and applications would support IPF's requirements.

Solution

Fujitsu undertook an initial BIA validation exercise to confirm the critical systems as identified by IPF. This was followed by a series of workshops and interviews with key stakeholders and suppliers which led to the development of a clearly defined benefits roadmap and programme mandate.

Benefit

- Fujitsu provided IPF with a detailed understanding of their critical services along with its ICT Continuity capability
- The programme clearly defined roles and responsibilities of all key stakeholders
- Documentation for the critical services was clearly defined and developed, from which the capability was tested in three walkthrough exercises
- IPF gained a greater understanding of its future continuity requirements and roadmap

Customer

International Personal Finance plc (IPF) is a leading provider of home credit and digital loans. Through its Provident brand, it operates in eight countries across Europe and Mexico, with its digital business serving customers in a further five European countries.

Products and services

- Fujitsu Continuity & Resiliency Consultant:
 - Business Impact Analysis Validation
 - Current State Assessment
 - ICT Continuity Testing review
 - Recovery Workshop(s)
 - Topology Mapping
 - Facilitation of ICT Continuity Documentation
 - Testing programme (Desktop Walkthroughs)

Challenge

Following an audit conducted by PwC in 2014, IPF embarked on a strategic programme to address a number of Business and ICT Continuity management issues. The company had a desire to ensure it has a robust and tested ICT Continuity capability across the business and needed its key suppliers to provide assurance that the supplied technology and applications could support its requirements. IPF had no defined Recovery Time or Recovery Point Objectives (RTO/RPO) for its critical systems and subsequently was not able to agree contracted recovery times with its key suppliers. Previously, IPF had undertaken a high level Business Impact Analysis to identify its most critical systems and its ICT Continuity requirements. This would allow the company to work with its key suppliers with the aim of implementing more formal agreements in relation to the recovery of critical services. IPF had no assurance that the stated ICT Continuity capabilities would in fact restore functionality to the business in a timely manner. It needed to establish an ongoing DR testing and assurance programme to maintain and validate its capabilities but did not have the internal resources to undertake it. The company therefore asked the Fujitsu Continuity and Resiliency team to provide a recommended approach to implement an ICT continuity programme and provide on-going assurance of the capability.

Solution

Fujitsu deployed a dedicated Continuity consultant to initially validate the BIA undertaken by IPF. This formed the basis of the programme and the Consultant worked closely with key IPF stakeholders and suppliers, completing a number of workshops and structured interviews. This allowed Fujitsu to clearly define a benefits roadmap and programme mandate in a way that resonated with the business. The programme was split into three distinct phases – Discovery, Design & Definition, and Testing. The Discovery phase concentrated on understanding the current capability, reviewing and validating the Business Impact Analysis and providing opportunities for improvements.

Phase two expanded on this by delving deeper into the capabilities and working with suppliers to develop their recovery documentation and in some instances, create documentation where it did not exist. Finally, the third phase focused on testing these outputs in a number of recovery walkthroughs.

“Fujitsu took great pains to ensure it understood the requirements and checked them with stakeholders throughout the project. To facilitate this, Fujitsu adopted a number of communication methods including 1:1 meetings, written communication and group workshops,” explains Tony Kelly, Group Head of Loss Prevention, IPF.

“Fujitsu showed flexibility in adapting its style to the various groups and communicated in a clear and straightforward manner to ensure all stakeholders understood the plans.”

In total, this assignment lasted nine months with two week gaps between phases to allow IPF to understand the outputs and be comfortable with the next phase. Each phase was completed with a detailed report and required customer sign off before formal closure. This provided IPF with a detailed roadmap and programme mandate being clearly articulated in a way that resonated with the business.

Benefit

IPF now has a well-defined understanding and baseline of its most critical services and a means to expand the work considering other services in the same manner. It intends to have details of the capability and the recovery process documented for all services, independent of their criticality.

Testing and understanding the developed plans prior to completion was of primary importance. The results of the first test were highly successful and allowed IPF to be confident in its key suppliers' abilities to recover its critical services. Subsequent tests were also successful providing validation of the programme deliverables. Whilst this programme focussed on walkthrough tests only, a programme of progression has been proposed which would see IPF work towards a physical technical test in the future.

In addition, Fujitsu's consultancy work has given IPF a platform to deliver additional benefits to the overall service, with the focus primarily on working with its key suppliers and reducing the recovery times of their most critical systems. The facilitation of collaborative working between IPF's key suppliers has allowed for a greater understanding of each suppliers role in the recovery of services.

“Fujitsu has delivered all that was set out to be delivered and showed great determination in doing so. As a result of its work, IPF has improved its DR capability significantly,” says Tony Kelly. “Improving this area was a key objective for the business and the results of the work have provided insight and assurance to all stakeholders up to board level.”

During the evolution of the programme, IPF has gained a greater understanding of its own needs and requirements, allowing for the identification of key resources to take this initiative forward. Fujitsu formed good working relationships with all key stakeholders and drove the key suppliers into delivering their required products, so that IPF has been delighted with the overall results, despite initial scepticism. The company is now ready to continue developing its documentation and capability whilst working closer with each supplier to define more business-aligned recovery targets.

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