



## CASE STUDY - LEGAL BUSINESS CONTINUITY PLAN

### Business Challenge

**Integrated Management Services (IMS)** was contracted by a prominent mid-sized law firm providing a full range of legal services to businesses and individuals around the world. With multiple locations in the North East the firm had personal experience with disaster related incidents including on-site related illness, fire threats and evacuations due to local calamities.

In response to these unsettling events the firm sought an engagement with IMS to begin to develop a formalized and sustainable Business Continuity Plan to mitigate the risks to their most valuable resources: their people and their clients.

### Baseline Process

**IMS** began by distributing BCP surveys to the firm's key stakeholders including Accounting, Human Resources, IT, Managing Attorneys and more. After initial review and analysis the surveys were used as raw material for workshops with each department to investigate further the needs and processes of each group in the event of a disaster. Workshops were designed to facilitate rather than dictate uncovering the department's internal processes as well as assess the disaster recovery procedures that already existed.

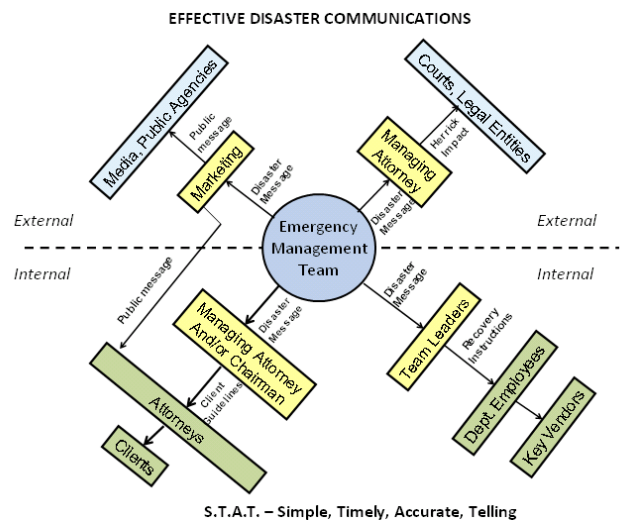
Particular care was given to understanding the interdependencies between each department as well as their individual needs. **IMS** Experts were brought in to perform peer reviews to develop a clear understanding of cross-dimensional dependencies and their effects on the firm as a larger whole.

This baseline, was a key step to understanding the firm's current risk levels and an important tool in raising the awareness of gaps and potential problems in their BCP methodologies. The collected material was used to develop a risk analysis of their current BCP state as well as a business impact analysis. Overall the use of **IMS** baseline processes provided invaluable information to the firm and extracted those areas that required immediate attention.

### Benchmark

**IMS** provided the client with a BCP Benchmark Matrix that highlighted where the firm stood in comparison to both industry standards as well as compared to firms of similar size and function as related to BCP readiness. **IMS** utilized extensive research and experience in the Legal vertical to provide an accurate snapshot of the firm's level of preparedness and planning.

The workshop materials, surveys, Expert Analysis, risk analysis, business impact analysis and client feedback were all used in tandem to create an extensive options analysis. **IMS** used an exhaustive process to consider applicable options and the result was a comprehensive review of the possibilities available to the firm along with highlighted recommendations based on Expertise and Investigation. These options were then reviewed and customized to be in synch with the firm's overall BCP objectives, budget and organization.



### Business Continuity Plan

**IMS** leveraged its BCP expertise to create an action-oriented, graphics-based plan, using a tested method of visual workflow and checklists for each department. The BCP outlined all necessary information in case of emergency, and provided comprehensive yet simple action steps should there be a disaster. It also defined communications plans and laid out a concise strategy for keeping the business running during each stage of various disasters.

### Results

The firm is now preparing to launch their new BCP firm-wide. The clarity of visual diagrams, disaster checklists and extreme usability of the BCP has prompted the firm to continue to work with **IMS** to develop both their Emergency Preparedness Plan and create Table Top Simulation Exercises and Training for their employees. **IMS** dedication to a uniquely developed plan through attention to detail and relationships has provided this firm with an expedient recovery roadmap and a platform for on-going BCP planning.