Safeguard business continuity and recovery in times of crisis

Get back to normal faster with improved visibility and more connected teams

Unprecedented disruptions—from extreme weather to cyberattacks—seem to be happening more regularly, threatening operational shutdowns. Financial institutions must prepare by planning for hundreds of scenarios that could potentially delay or degrade services.

Keeping critical services up and running in the face of disruption involves complex layers of detailed plans, monitoring, and actions across the enterprise. Business continuity plans live in many places. Disparate tools and systems monitor for potential trigger events. Data is gathered manually from different sources to assess problems and make decisions. This makes planning and coordinating communications across business and functional areas complicated. Mismanaged or missed actions can have catastrophic consequences on employee safety, customer retention and satisfaction, and overall reputation.

A more unified approach could save invaluable time and resources—and stabilize operations more quickly at a time when every second counts. This is where ServiceNow® Business Continuity Management can help.

Prepare for disruption with automated processes that help everyone adapt fast

Business Continuity Management (BCM) gives financial institutions a more effective, streamlined way to recover from disaster.

A unified platform connects departments, processes, and systems to automate workflows and speed resolution of disruptions that occur.

With ServiceNow, you can:

- Quickly assess crisis developments and prioritize the most critical areas of impact to the business.
- Move faster to execute continuity plans and maintain control with a single-pane view of progress across the entire enterprise.
- Integrate business continuity workflows and reporting across the institution to provide management with real-time visibility—and improve accountability and decision-making.

Find out how ServiceNow BCM helps you maintain business continuity at https://www.servicenow.com/products/business-continuity-management.html.

Industry
Financial services

Challenges

- Time-consuming, manual, and inefficient processes
- Siloed data sources hinder prioritization of issues and responses
- Disconnected tools and systems lead to data/reporting inconsistencies
- Poor visibility into actions and triggers across the enterprise and vendors

Solutions
Integrated Risk Management
Business Continuity Management

Results

- Reduce impact on the business and its critical services from disasters and adverse events
- Gain real-time visibility into potential disruptions and impacts
- Avoid ad hoc and error-prone decision-making, stress, and confusion during crises
- Reduce delay and effort through better alignment, business impact-based prioritization of issues, and automated workflows for communication and responses
- Improve decision-making and alignment across lines of business and stakeholders
- Provide integrated, real-time reporting to stakeholders and regulators

To learn more about ServiceNow solutions for financial services organizations, click the link below.

LEARN MORE

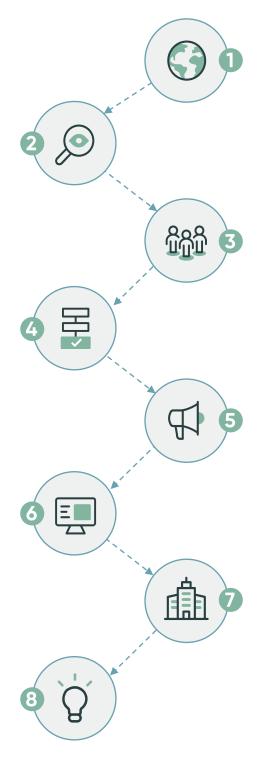# ServiceNow helps you quickly respond to crises

1 Aggregate feeds
Monitor updates from internal sources, news articles, vendors, and/or public agencies to understand the details of a potential crisis.

2 Assess impact
Evaluate how the situation will impact the business and where disruption may occur.

3 Executive alignment
Notify and assemble leadership team to make quick decisions.

4 Activate response
Put relevant crisis and business continuity plans into action.

5 Communicate
Alert affected employees, customers, and locations about the situation and action plan.

6 Crisis management
Monitor and edit progress across all activated plans in a single pane.

7 Restoration
Once the situation is resolved, prepare and certify locations/workforce for a return to "normal" for the business.

8 Adapt
Update plans, recovery strategies, and trainings based on experience.

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