



Business benefits

- Collaborate with disaster recovery and business continuity experts to help you avoid downtime in a more demanding and complex environment.
 - Apply a structured approach with the IBM Resiliency Services Framework Seven-Layer Model to make your business resilient and always on.
 - Address your risks more quickly with the IBM Continuous Operations Risk Evaluation (CORE) workshop.
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IBM Resiliency Consulting Services

Take a strategic approach to making your enterprise more resilient and always on

Surviving in today's competitive business environment requires continuous availability of your IT systems, applications and data. Your employees, customers and business partners expect that the information, products and services they need will be always on—available when, where and how they want them.

To better meet these demands, systems are increasingly integrated and distributed across hybrid IT environments, which can create potential vulnerabilities. Linking more critical systems together to manage higher expectations complicates business continuity, disaster recovery, resiliency, regulatory compliance and security. When one link in the chain breaks or comes under attack, the impact can ripple throughout the business. Your organization can face revenue loss and eroded customer trust if you fail to maintain business resiliency while rapidly adapting and responding to risks and opportunities.

IBM Resiliency Consulting Services offers a holistic approach to evaluate your risk awareness and determine your organization's resilience level. We use our object-oriented framework combined with a robust enterprisewide approach to determine resiliency readiness and define measures to mitigate identified risks. This approach helps you identify risks and vulnerabilities to continuous business operations and recommends solutions to either help mitigate or reduce those risks, along with measures to enhance or establish your resiliency program.



IBM Resiliency Services Framework

Businesses in today’s digital environment cannot afford downtime. The IBM Resiliency Services Framework is a seven-layer model that helps your business and IT leaders examine resiliency operations at both the physical and virtual layers of the organization to identify risks and vulnerabilities.

As part of a detailed resiliency program, operations in each layer of the framework must meet industry and corporate standards for business continuity, disaster recovery, resiliency, regulatory compliance (where required) and security. Because these layers are interdependent, each must be examined in terms of its ability to support the others. This approach helps your organization promote an integrated resiliency that is built in, not bolted on. It also can prepare you for an always-on world.



Figure 1: IBM Resiliency Services Framework.

IBM Continuous Operations Risk Evaluation workshop

Aligning resiliency programs with overall business strategy is a challenging process. Specialized knowledge of the latest resiliency strategies and solutions can determine whether each component of a resiliency program supports your organization's overall business objectives—and can demonstrate how to cost-effectively improve them if they don't.

A good way to start is with a consultative discussion with IBM to measure your current resiliency program against our framework. During this face-to-face discussion, IBM representatives evaluate your resiliency and continuity strategy against our Resiliency Services Framework, using our Continuous Operations Risk Evaluation (CORE) workshop.

The results of the CORE workshop can prioritize exposures that pose the greatest risk to continuous operations. This helps you build a business case to implement appropriate mitigation technologies and techniques to more effectively address your risks.

Our thorough onsite risk assessment uses best practices and industry comparisons to more quickly document findings and recommendations for mitigating and managing IT and operating risks that present the highest potential to interrupt your business. The resulting action plan shows you how to address these risks with expected business values.

Why IBM Resiliency Services?

IBM Resiliency Services can help design, implement, manage and test your resiliency solutions through every layer of the IBM Resiliency Services Framework. Many are offered as managed services, including our cloud services for data and application backup and availability, server recovery, incident/crisis management workflows, and communications. Integrating managed services into your organization is a way to ensure that you have a viable and sustainable resiliency program while allowing internal resources to focus on the day to day operations of the business

With more than 50 years' experience in business continuity, disaster recovery and resilience, IBM is an acknowledged market leader and innovator in this field. Our 4,000 continuity and resiliency professionals serve over 10,000 clients. You can find our 330+ cloud resiliency centers in 68 countries. Few organizations operating in the resiliency arena can match our track record, expertise, portfolio breadth and reach.



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