

# Key Considerations for Business Resilience

An FGS White Paper

In association with Hewlett Packard Enterprise



**FGS**



**Hewlett Packard  
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# Key Considerations for Business Resilience

The world we live in is changing day by day. The COVID-19 pandemic has placed us in unprecedented times, with countries in lockdown and banks and governments bracing for what is expected to be the largest economic decline since the 2008 global recession.

In this precarious situation, business leaders must be prepared for the unpredictable nature of the situation. Reacting in a calm and controlled manner, with clear plans and actions to ensure that businesses continue is essential to prevent the breakdown of society and the economy.

In the face of the pandemic, the most obvious thing to do is “keep the lights on”.

Right now that means getting most out existing assets and IT infrastructure to ensure that the business can still run. It will also mean reducing costs, optimising resources and increasing productivity.

However, there is also a real opportunity to use this time to analyse IT infrastructure and security. By deploying solutions that will support and protect the business now, it is possible to achieve cost savings, efficiency improvements and process optimisation. This will benefit the organisation now and into the future - hopefully boosting the brightness of the light.



## How do businesses keep going?

There are many answers, some real, some pertinent, some achievable, others beyond control.

Businesses must focus on what they *can* do and make the right decisions to navigate carefully and deliberately through this situation.



Any business continuity plan will need to include guidelines for resource and operational management. This also provides a real opportunity to improve business and IT infrastructure and operations. **Reducing costs whilst increasing productivity may not be the impossible task it at first seems.**

Whether it's ensuring the right levels of data security and business compliance enable an increased volume of homeworkers, reducing costs and boosting performance from Cloud services, automating business processes, or boosting network performance, **managing and developing IT infrastructure can reap very real rewards.**

**FGS and HPE understand the new challenges that our changing world is bringing and have the expertise and solutions to help overcome them and empower your business.**

# 5 Ways to Boost Business Resilience

How business leaders respond to the COVID-19 crisis is critical to the health and survival of the business. FGS have identified five key areas to consider when planning for COVID-19 and beyond. The solutions available have the power to help businesses reduce costs while improving efficiency, enhancing security, ensuring support and optimising processes.

## 1. Boost efficiency with Business Process Automation (BPA)

**With cost reduction a primary option for surviving these troubled times, automating and optimising processes is a great way to improve efficiency while cutting out expense.**

Every business has processes, many of which are manual, resource intensive and unable to be digitised or automated with “on-the-shelf” applications. In some cases, these processes might not be performed correctly due to the time intensive nature and lack of resource, resulting in a risk to the organisation.

**FGS can identify areas where processes can be streamlined and the dedicated DevOps team can build bespoke solutions to deliver the automation.** This increases productivity while reducing cost and mitigating risk. Meanwhile, the workforce can focus on the jobs that really matter.

## 2. Getting the “right” cloud strategy

**By creating a private cloud, businesses can get the savings working while only paying for what they use, with the by-product of greater performance.**

Using a public Cloud to host applications is a great way to enable businesses to expand without large hardware investments. However, the monthly costs can rapidly escalate as requirements grow.

**A hybrid cloud strategy** allows businesses to have workloads hosted in the most cost effective ways for their specific needs. For example, email services may be best served in a public cloud, while database applications may run better on a private cloud hosted on on-site servers.

**FGS and HPE help businesses find the right hybrid cloud balance.** There are no upfront costs as the cost of the hardware needed for the private cloud is paid monthly. Users **only pay for the capacity that is utilised** within the hardware, giving the consumption model used in the public cloud, with the benefit of on-site equipment which can easily be scaled up or down and reduced costs.



## 3. Control your security, before it controls you

**With home based working at unprecedented levels, businesses have had to act fast. Data security and business compliance are easily overlooked, but are now more critical and can deliver real business value.**

**The most common security related request FGS receive is to gauge the level of risk a company faces, what the risks are and how to fix them.** FGS provide a full range of security assessment covering physical controls, data leakage, staff awareness, identity challenge, overt, covert and digital attack and penetration testing, all conducted by certified CREST and Tigerscheme security professionals.

**The FGS team can advise and deploy the right security enhancements to ensure complete regulatory compliance with practical and commercially advantageous cyber security strategies.**

With a **100% record of guiding over 200 organisations to ISO27001 certification, first time and within budget**, FGS are leading experts in IS for enterprises, specialising in regulated markets including iGaming, Financial Services and Technology.

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### 4. Save up to 60% by managing asset support contracts

Controlling annuities and asset support contracts can deliver significant cost reductions, improve efficiency and enhance services, while making budgeting for support simple.

Managing support for hardware, software and infrastructure from a myriad of vendors is a complex task for any organisation. When a failure occurs, users need to know whether the asset is covered by a support contract, what level of support is provided, who they contact and what the SLAs are.

The Contracts as a Service (CaaS) solution from FGS is a bespoke platform keeping track of all IT support and subscription contracts and warranties, physical and digital, from the printer to a partner service contract. It ensures users are only paying for devices that are active in the estate and gives easy access to the details of cover provided, expired and expiring contracts, and budgeting information, saving time and money.



### 5. Ensure staff have the right access at the right time

With a vast number of the workforce forced to work remotely, it is essential that they can access the information and systems they need with ease. It is equally important that information and systems are protected and the right personnel have the right access.



SureStaff from FGS enables businesses to manage the creation, update or termination of employee accounts and identities all from a single portal.

SureStaff integrates and syncs with HR and 3<sup>rd</sup> party systems to roll employee identities across all business platforms, and all activities are auditable and exportable to the preferred SIEM. The dedicated portal enables managers to approve and administer their staff accesses, while a self-provisioning portal is available to employees, saving time and boosting visibility across the business.

## FGS make IT brilliantly simple

FGS are committed to supporting businesses through the challenges COVID-19 brings and into the future.

We understand the pertinent issues and can provide the hardware, software, support and solutions, backed with our extensive expertise, to help businesses to navigate these troubling times successfully.

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