

# ARE YOU PREPARED FOR OPERATIONAL FAILURE?

## Business Continuity with SPS

**BCM (business continuity management) is an integral part of SPS services. We provide the same level of service even in times of crisis:**

- Various sites all over Switzerland
- Specialist industry SPS employees at each site
- BCM as an integrated service (no extra costs)
- Implementation and testing by SPS

**BCM is a key aspect of the comprehensive SPS security package The processing of sensitive**

### AUDITS

- SPS internal quality and compliance audits
- External audits by customers and auditors
- Internal audits by SPS

### COMPLIANCE

- Adherence to all legal and regulatory guidelines
- Control framework
- Internal control system (ICS)

### IT SECURITY

- Hosting in certified data centres
- Secure data connections
- Fully operational back-up locations

### PROCESSING

- Qualified employees
- Electronic monitoring of each step in the process

### BCM

- Comprehensive risk management
- Business continuity planning (BCP)
- BCP tests



### Don't let a crisis become a catastrophe!

Unforeseen events can impact the continuity of business activities, and may even threaten your company's existence. In this case, companies risk grave financial consequences and damage to their reputation.

What should you do in the event of complete loss of production?

### SPS has the answers to your questions!

Our standard services protect you against operational failure, even in times of crisis.

### STAFF

- Background check at start of employment (SPS screening)
- Renewed checks every two years
- Regular courses (processes, security)

### DATA SECURITY

- All data remains in Switzerland
- Access rights on a need-to-know basis
- Responsible data owner (GDPR)

### GOVERNANCE

- Clearly defined communication and escalation processes
- Close links with management of SPS

The processing of sensitive personal data is one of the core activities of SPS. **SPS adheres to all applicable security guidelines** in line with legal regulations. SPS managed services are certified according to the following standards:

**ISO 9001:2015** (quality)

**ISO 27001:2013** (security)

**ISO 14001:2015** (environment)

**ISO 22301:2012** (BCM output management)

**All data is processed exclusively in Switzerland, and stays within the country**

## The BCM principle: you don't have to worry about a thing

If a major event does happen to occur, we activate our BCM principles as follows:

1. Bridging of service provision
2. Management of the overall situation in operations by the emergency/crisis unit
3. Return to normal operations

**Our effective BCM, which is included with all SPS services, will see you safely through any crises that may arise.**

## The benefits of a customer-specific BCM concept at a glance



### Location independent, flexible

- Virtualised applications give employees working from home access through protected connections
- 13 independent central processing centres in Switzerland:
  - 6 for input management
  - 2 for output management
  - 5 SPS mailroom centres



### Recovery time

- In most cases, seamless continuation of processing thanks to redundant systems and processing centres with high availability
- In extreme cases, processing can be quickly resumed thanks to the emergency organisation in accordance with the BCM concept



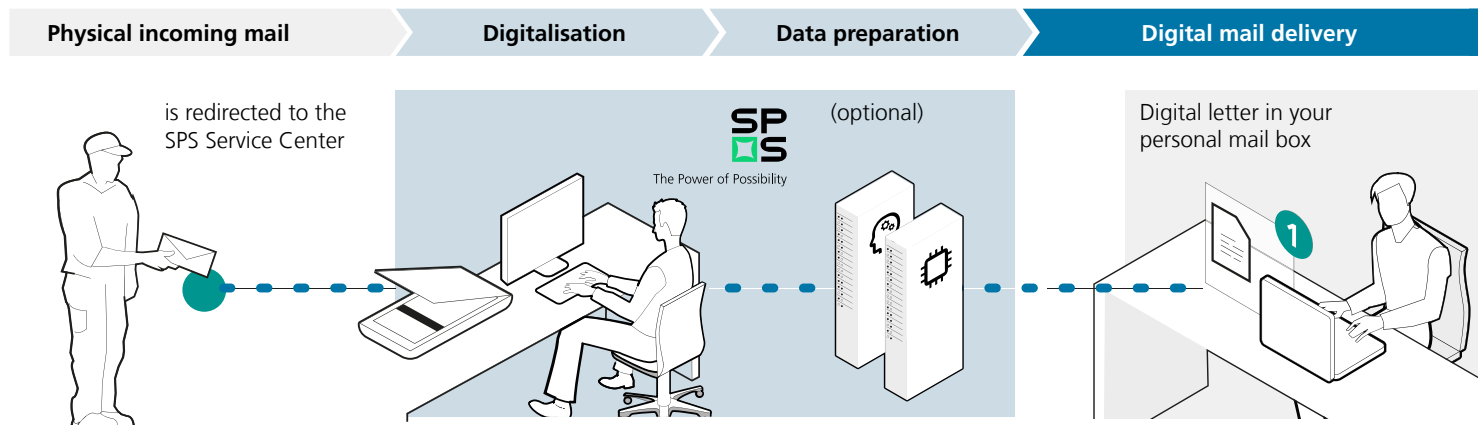
### Backup capacities

- No data loss thanks to the extensive backup capacities of SPS
- Guaranteed processing of prioritised documents up to the entire volume of document transparency



## The digital post office - setting future standards

### How it works:



### Benefits to you



#### Efficiency and cost savings

- Access to important information at any time
- Time and location independent



#### Digital archive

- Reduction of the cost-intensive management of physical files
- Removing manual document processing reduces your costs considerably



#### Secure even in a crisis

- You receive mail in your personal mailbox (e.g. Outlook)
- Mail on your exception list can also be quickly and temporarily digitalised in case of crisis

