

## Amlin

### Amlin Adheres to BSI PAS56 Business Continuity standard with Symantec Consulting

The events of 9/11 and 7/7 focused minds on the fact that business continuity is not only associated with viruses and earthquakes. As one of the leading insurance and reinsurance companies operating in the Lloyd's market in the City of London, Amlin needs to ensure its business continuity and disaster recovery strategy adheres to the most rigorous guidelines. That applies not only to technology, but also facilities, communications, people, infrastructures, and business processes. Working closely with VERITAS Consulting (now from Symantec), the company has implemented a business continuity program and situation (crisis) capability that meets the British Standards Institute (BSI) PAS56—the framework for best practice business continuity management. The terrorist attacks in London on 7th July validated the effectiveness of their program.

#### Company Profile

Amlin is a group of insurance and reinsurance professionals that operate in the Lloyd's market in London and in Bermuda.

#### Industry

Financial Services

#### Solution

Business continuity

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**David Harris**

Group Operations Director  
Amlin

Amlin is a group of insurance and reinsurance professionals that operate in the Lloyds and Bermudian markets with managed capacity for 2006 of £1 billion and US\$1 billion respectively. The company leads the majority of the business it writes and is recognized in the market as specialist in a broad spectrum of classes including aviation, marine, property, casualty, and commercial motor. With the exception of its service companies, all of Amlin's business is sourced through insurance brokers. Amlin plc, the Group's parent company, is listed on the official list and traded on the London Stock Exchange. Amlin was created in 1998 following the merger of Angerstein Underwriting Trust and the Murray Lawrence group.

Like every organization, Amlin is continually aware of the threat from business interruption. The company recognizes that unscheduled downtime—however brief—can compromise revenues and market share, impact service level agreements (SLAs) or regulatory compliance requirements, or damage the long-term relationships Amlin enjoys with customers in the

Amlin enhanced best practice business continuity, situation (crisis) management, and ITDR in partnership with VERITAS Consulting from Symantec

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Lloyds insurance market and beyond. These threats may be something as straightforward as employee error, something more sinister such as a computer virus, something as catastrophic as 9/11, or the more recent terrorist attacks in London on 7th July 2005. Whatever the cause, Amlin needs to have a comprehensive, robust, and workable business continuity capability in place in order to anticipate every type of incident scenario—and keep business moving. The company’s physical infrastructure, people, assets, business activities, and processes all need to be carefully evaluated to ensure they can continue in the face of a threat to service.

But managing this risk and the associated business continuity management is, without doubt, about due diligence—and the task cannot be completed overnight. Planning for a crisis or a disaster demands a long-term, strategic framework, based on best practice. Until relatively recently, there has been little effort to create a generally accepted framework. ‘PAS56’ changes all of this. PAS56 has been created by the British Standards Institute (BSI), in collaboration with professional business continuity professionals and both private and public sector organizations committed to building organizational resilience. PAS56 establishes the process, principles, and terminology of business continuity management. It describes the activities in—and outcomes of—establishing a business continuity management capability,

and provides a series of recommendations and evaluation criteria for best practice.

#### **Best practice, documented framework**

As one of the UK’s leading insurance and reinsurance companies, Amlin is conscious of the need for a best practice, documented framework for incident anticipation, prevention, and response. After all, customers depend on Amlin’s ability to continue operations: whatever the scenario. For this reason, Amlin has chosen Symantec Consulting to help the company implement the business continuity processes to the standard of BSI PAS56.

“Following the events of the 11th September, it was clear that there was an increased threat from disaster,” explains David Harris, Amlin’s group operations director. “VERITAS Consulting was the ideal partner to assist Amlin in implementing a best practice PAS56 framework. As a company, no one knows more about business continuity, and no one has more experience in implementing business continuity programs. Their consultants possess unrivalled business continuity skills, experience, and resources to rapidly design and deploy the disaster-resilient solution Amlin needs.”

One of the first steps taken by VERITAS Consulting from Symantec to determine the extent to which Amlin adhered to the BSI PAS56 guidelines was to conduct an assessment review of Amlin’s business continuity

capability. In all, Symantec Consulting assessed more than 300 outcomes and evaluation criteria as part of the BSI PAS56 assessment. As part of the assessment program, they evaluated the emergency processes in place, the company's facilities, supply chain management, business activities, work area recovery, the surrounding environment, how the company would deal with a business continuity situation (crisis), human resources policies, and physical security.

Amlin already had a second disaster recovery fail-over site, an emergency management team, and documented planning processes in place. VERITAS Consulting from Symantec conducted a thorough Business Impact Analysis (BIA) that identified quantitative and qualitative impacts of downtime. They also developed accurate Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) to assess cost and risk. Moreover, this phase reviewed Amlin's existing business continuity strategies and resources to evaluate their effectiveness. It also highlighted a list of specific objectives that needed to be met to protect Amlin's assets.

"VERITAS Consulting's stringent gap analysis identified several testing and documentation gaps—it demonstrated that we had a watertight IT disaster recovery strategy, but that more work was needed on our business continuity program," says David Harris. "Working closely with the Symantec team, we were able to adapt our

recovery strategy and re-write our business continuity plans."

David Harris continues, "Before we engaged Symantec Consulting, we had an emergency management team—but it had not been tested in a real-world scenario. With the help of the Symantec consultants, we were able to walk through each disaster situation and look at how we reacted. Their consultants would highlight a particular process and say, 'Do you realize you just did x when you should have done y?'"

**More than 95 percent consistent with the best practice guidelines of BSI PAS56**

Amlin are now more than 95 percent consistent with the best practice guidelines of BSI PAS56. The Symantec consultants educated the team, maximized awareness of business continuity within the organization, and undertook thorough business continuity and situation (crisis) management planning, quality assurance, exercising, and testing. "VERITAS Consulting took ownership of our business continuity and situation management planning, making certain it adhered as closely as possible to BSI PAS56," says Harris.

According to David Harris, the assessment review by VERITAS Consulting from Symantec has changed employees' perception of business continuity. "It has made people see what's important in the business," he says. "In the unlikely event of a situation occurring, it shows them what infor-

## SOLUTION AT A GLANCE

### Business Drivers

- Implement best practice business continuity and situation (crisis) management
- Adhere to framework for best practice business continuity management
- Avoid damage to revenues and market share, regulatory and contractual compliance requirements, and customer relationships

### Technology Challenges

- evaluate effectiveness of company's technology assets to cope with a situation

### Solution

Support for implementation of BSI PAS56 business continuity standards with VERITAS Consulting from Symantec

### Symantec Services

- VERITAS Consulting, Business Continuity Management practice

## BUSINESS VALUE AND TECHNICAL BENEFITS

- Introduced best practice, documented framework for incident anticipation, and proactive prevention and response
- Maximized awareness of the need for business continuity, situation (crisis) management, and ITDR
- Assured the safety and security of staff and critical information
- Ensured adhered to regulatory compliance from Financial Services Authority and other interested parties

**“It has made people see what’s important in the business. In the unlikely event of a situation occurring, it shows them what information they need and what they need to do. Owing to Symantec Consulting’s thorough, professional, and in-depth advice, Amlin is better prepared for a disaster.”**

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This business continuity and situation (crisis) management capability was recently put to the test when the four bombs exploded in London on July 7th, 2005. That day, many citizens lost their lives, London was almost brought to a stand-still; and there was much rumor and uncertainty lingering in the City of London. Immediately following these events, Amlin invoked its business continuity and situation (crisis) management plan.

“Our first priority is to our staff, and the plan that VERITAS Consulting was so closely involved in worked extremely well. We concentrated on keeping staff indoors; we prioritized staff calls to their partners and families to re-assure everyone; and we coordinated plans to make sure staff were able to leave the office safely and travel home,” says Harris.

As one of the first organizations to embrace BSI PAS56, Amlin is at the vanguard of business continuity. As a risk management business, the company is practicing the business it endorses. ■