INDUSTRY: ELECTRONICS MFG.
REQUIREMENT: DISASTER RECOVER & BUSINESS CONTINUITY (COMPLIANCE)
WHY DO IT: INTERNALLY MANDATED

CURRENT SOLUTION PROVIDER: LARGE DATA AGGREGATOR
CURRENT TECHNOLOGY: SUPPLIER RATINGS
MAIN PROBLEM: NOT MULTI-LEVEL
SECONDARY PROBLEM: LACK OF DETAILED DATA AND DOCUMENTATION
TERTIARY PROBLEM: MATURITY PATH

WHAT WE PROVIDED:
KEY FEATURE HIGHLIGHT: PROFESSIONAL SERVICES
FEATURE 2: QUESTIONNAIRE MODELER
FEATURE 3: DATA SEGMENTATION
FEATURE 4: EMAIL ALERTS
BENEFITS: RELIABLE DATA, CUSTOMIZED FOR COMPANY SPECIFIC NEEDS

Case Study 2012:
Business Continuity and Disaster Recovery
Thanks for your interest in our compliance process automation tools.

In 2012, an electronics manufacturer contracted a Large Data Aggregator to provide “supplier ratings” for an overall Business Continuity & Disaster Recovery (BCDR) program. The idea being that they would use this information to assess overall BCDR risk and remove low-rated suppliers from supply chain critical processes. This data was updated on a monthly basis but there was no system in place to use it as an INPUT, PROCESS it with other data, and generate a usable OUTPUT that would help in terms of reducing BCDR risk and improving overall contingency planning.

Intelleges PROFESSIONAL SERVICES was asked to make some recommendations in terms of how this data could be used and to see if the Intelleges Compliance Process Automation (CPA) system could be used to process the data and produce a usable output. Three recommendations were made that saved the company time and money, and significantly increased the utility of the BCDR program.

First, we recommended that the company standardize their data and document collection process by adopting the Business Impact Analysis Worksheet provided by the U.S. Department of Homeland Security (FEMA) available at www.ready.gov. This worksheet could be adapted using our QUESTIONNAIRE MODELER into a simple 15 question questionnaire.

Second, we recommended that the company use our DATA MANAGEMENT TOOLKIT to collect the following list of information from each discrete business unit, i.e. department: internal/external person; internal/external process; internal/external service; internal/external product; internal/external transaction; and, internal/external partner (suppliers). Some departments had just a few people and just a few processes, other departments had many people and many processes. All the data was easily collected and uploaded into the Intelleges Compliance Process Automation software.

Each department head received an email and had to respond to the 15 Question questionnaire for each listed item. Following the ready.gov format, respondents were asked to quantify the financial impact of the loss of a particular person, process and/or service; and to upload written proof that a contingency plan is in place that would serve to mitigate that loss.

Responses that specifically referred to external suppliers could be joined with “supplier ratings” already by purchased the electronics manufacturer to generate an overall supplier risk profile. Now, it was easy for BCDR personnel to pinpoint suppliers with low ratings and high impact processes for further review and risk management.

To find out more about how Intelleges can help with your Conflict Minerals compliance please contact rachel.schneider@intelleges.com.