xcina Consulting
A Shearwater Group plc Company

INFORMATION SECURITY



Expertise you can trust to deliver a customised solution for your organisation. With you at every step of the journey

TIME FOR A FRESH APPROACH

A strong Cyber Risk Management strategy is critical in preventing, managing and recovering from a disruption to an organisation's operations. Each of our services addresses specific Information Security related challenges experienced by our clients. At Xcina Consulting we recognise that no two clients are the same. We deliver successful outcomes by building bespoke solutions, bringing together elements that are relevant, tailored and proportionate.

Our approach to Information Security is designed to address one-off or project related requirements and also ongoing requirements. Our experience in various sectors such as Fintech, Banking, Automotive, Travel and more, ensures that our technical expertise and experiences will greatly benefit our clients.

Protect your most valuable information assets in the face of evolving Cyber threats

Information Security and Cyber Risk Management are critical considerations for all businesses given the complex and ever evolving threats from cyber-attacks, such as data security breaches, unauthorised access, computer-assisted frauds, espionage, sabotage or vandalism.

Our bespoke methodology assists organisations in protecting their most valuable information assets, increasing internal and customer confidence regarding their ability to protect confidential and sensitive information. We partner with our clients, ensuring knowledge and expertise is transferred to their staff to ensure continued compliance and increased Information Security resilience.

Our consultants are leaders in Cyber Risk Management. Some have authored internationally recognised best practice standards, and all possess extensive industry and subject matter knowledge and experience, delivering a service that exceeds clients' expectations.

Information Governance

We assist organisations in developing, implementing and assessing Information Security frameworks, including components such as policies, processes, structures, personnel and risk profile. We also support organisations in meeting the requirements of internationally recognised Information Governance standards such as ISO27001 and NIST, as well as regulations such as GDPR and the UK Data Protection Act 2018.

Payment Card Industry Data Security Standard (PCI-DSS)

Organisations handling cardholder information are required by payment card companies to have robust security arrangements. Our Information Security consultants assist in ensuring a secure payment environment is maintained. As a Qualified Security Assessor (QSA) Company, we help organisations achieve and maintain compliance with PCI-DSS by designing and delivering bespoke services including scope definition, review of self-assessments, remediation and full formal assessments.

Business Continuity and Crisis Management

Minimising disruption to operations from unexpected events requires effective planning and execution. We partner with clients on all aspects of Business Continuity Planning and Crisis Management, from establishing the criticality of a client's numerous assets to the development of an appropriate resilience solution. Our consultants assist with developing plans, reviewing and testing existing plans, and assessing their alignment with organisations strategy and regulatory requirements.

Cyber Security

The speed at which organisations identify, control and mitigate Cyber Security Risks has a significant impact on their risk profile. Our consultants have extensive industry experience in assessing the organisation's maturity or security posture, and developing a bespoke programme to enhance its ability to protect its assets in line with its objectives. We also partner with clients to define and execute their remediation activities to strengthen their security controls and mitigate Cyber Security Risks.

Data Protection

Data Protection practices are often not adequately embedded and maintained following their initial implementation to meet the 2018 GDPR deadline. Regulators are increasingly issuing enforcement actions and fines. We help organisations assess their compliance against the Information Commissioner's Office's expectations and deliver a remediation plan to achieve a defensible position.

BENEFITS TO CLIENTS AND THEIR CUSTOMERS

- Independent assurance to internal and external stakeholders on the effectiveness of Data Protection, Information Security and Business Continuity frameworks
- Improve customer confidence in the security of their data, and demonstrate a commitment to the continuity of their services in the face of potential disruptive events
- Establish a culture of organisational resilience, encouraging employees to apply a business continuity mindset to everyday tasks, embedding good practice by design, providing the organisation with differentiation and a competitive edge
- Ensure continued compliance with relevant standards, regulations and legislation including ISO 22301, ISO 27001, PCI-DSS, NIST, GDPR and the UK Data Protection Act 2018
- Increase the likelihood of successful tender outcomes by demonstrating independent assessments against information security requirements
- Achieve significant savings from getting the scope of the compliance requirements for standards and regulations accurate ensuring that unnecessary activities are excluded
- Enhance the potential for successful outcomes by ensuring compliance issues are identified in timely manner and pragmatic remediation roadmaps developed and executed ahead of formal assessments

FIVE REASONS TO CHOOSE THE EXPERTS AT XCINA CONSULTING FOR YOUR INFORMATION SECURITY REQUIREMENTS

1. Benefit from the extensive knowledge and experience of our Information Governance Consultants who have certifications that span multiple disciplines such as CISSP, CISA, CISM, CIPP/E, ISO 27001 and PCI-DSS QSA

2. Establish a trusted partnership throughout your journey from design and implementation to reviewing and upgrading existing frameworks

3. Supplement your internal capability and knowledge or fulfil specific Information Security roles in the organisation in a flexible manner that works for you

4. Adopt a flexible and bespoke approach to attaining the required level of maturity in the most effective way

5. Achieve lasting results by embedding a risk-based mindset through carefully designed training and development programmes, enabling your teams to develop the necessary internal capabilities to maintain and operate the activities long after we have left

ACCREDITATIONS AND AWARDS

The industry accolade for **Cyber Security and Compliance** was awarded to Xcina Consulting in 2022 and 2021 by the Computing Security Magazine, based on public votes

Cyber Essentials Plus is the highest level of certification offered under the Cyber Essentials scheme, a government backed scheme to help to protect your organisation against the range of most common cyber attacks

IASME Governance Audited (or IASME Gold) is an independent on-site audit of the level of information security provided by the organisation. IASME provides certification to demonstrate that the organisation has considered the requirements of the General Data Protection Regulation (GDPR) and IASME Quality Principles

PCI-DSS Qualified Security Assessor (QSA) companies are independent security organizations that have been qualified by the PCI Security Standards Council to validate an entity's adherence to PCI-DSS

The British Standards Institution (BSI) Associate Consultant Programme (ACP) connects organisations with independent consultants that can provide the expert advice they need

The Shearwater Group, including **Xcina Consulting**, is carbon neutral certified

OUR SPECIALISTS IN PRACTICE

PCI Scope Redefinition and ROC Reporting for Global Services Organisation

The UK operation of an international services organisation that provides home emergency insurance cover and repairs covering heating, drainage, plumbing and electrics approached us to review the scope of their payment services against the PCI-DSS.

The client was changing their information technology environment and wanted to have a Report on Compliance (ROC) prepared instead of a Self-Assessment Questionnaire (SAQ), to give them added comfort that they had been independently assessed by a Qualified Security Assessor (QSA).

We reviewed the scope of the Card Data Environment (CDE) for the new environment before undertaking a formal assessment and ROC report.

Xcina found the actual scope of CDE environment to be broader than the client had understood, and we recommended accelerating the planned outsourcing to third-parties to reduce the touchpoints where card payments were processed. These changes were implemented in time for their annual assessment and enabled a compliant ROC to be prepared.

Our knowledge of the PCI-DSS, the options to reduce the scope of the CDE, and the use of third-party suppliers, allowed the client to streamline their processes, simplify their scope and ease the effort in achieving and maintaining PCI compliance.







About Us and the Shearwater Group

Xcina Consulting will advise and support you with services to mitigate and manage risk and enable the highest levels of organisational resilience. Our risk management professionals will help ensure your business is best placed to successfully achieve your strategic objectives with expert assistance to navigate an ever-changing business, regulatory and technological environment. We will deliver excellent quality, value driven services tailored to your specific needs. We will act with speed and agility to meet your requirements and those of the regulatory context you operate within.

Shearwater Group plc is an award winning organisational resilience group of forward thinking companies that address the complexities and challenges that enterprises need to meet if they are to survive, evolve and succeed in an ever-expanding, global, digital business environment. Providing cyber security, advisory and managed security services, we help assure and secure businesses in a connected global economy.

Take the next step to achieving your Information Security goals:

Arrange a call with our Information Security team at:
info@xcinaconsulting.com

Stay ahead and keep informed with our insights on Information Security obligations at:
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Access our latest thought leadership at:
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Manage risk with confidence and clarity. Please contact us at info@xcinaconsulting.com or at +44 (020) 3745 7820 to contact our risk consulting experts.

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2022 Computing Security Awards WINNER Compliance Award - Security

2021 Computing Security Awards WINNER Cyber Security Compliance Award

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INFORMATION GOVERNANCE



Securing the organisation's most valuable assets

OUR APPROACH

With a multitude of Information Governance frameworks available, including ISO 27001, GDPR, NIST and CoBIT, etc it is challenging for organisations to design and implement an Information Governance framework that is suitable for their specific requirements. Our Information Governance experts work with you to:

- Develop an inventory of the organisation's information assets and assess their criticality to its operations and other stakeholder expectations
- Design an appropriate Information Governance framework suited to the needs of the organisation including an assessment of its key risks leveraging the various best practice frameworks
- Implement the Information Governance framework in partnership with you and assist with embedding it in the organisation
- Review the effectiveness of any existing frameworks and develop pragmatic remediation roadmaps enabling the organisation to operate within its Information Governance risk appetite, and in compliance with relevant standards
- Provide training to staff on Information Governance and relevant frameworks as required to ensure ongoing application and maintenance



Managing and protecting your organisation's most critical assets

TIME FOR A FRESH APPROACH

Where do you start when trying to protect your own and your customer's information? In today's digitally connected world where huge amounts of data are generated and operations are increasingly online, organisations, governments, regulators, law enforcement agencies and customers have become growingly concerned about how to protect their most valuable asset – information.

Despite the huge costs of breaches and incidents, organisations still struggle to meet their Information Governance objectives including achieving strategic insights, increasing customer satisfaction, and reducing compliance risks, operational costs, and regulatory fines.

Key to an effective Information Governance framework are:

- knowing what information the organisation holds
- developing a strong awareness of where the information is located
- understanding what information is important or critical to its operations
- defining internal and external stakeholder expectations for handling information
- understanding roles and responsibilities for Information Governance

THE VALUE WE DELIVER

Our Information Security consultants will work with you to deliver Information Governance expertise and achieve the following:

- Increased operational efficiencies by improving the maturity of internal information management
- Compliance with Information Security legislation and regulations including Data Protection
- Reduced Information Security risk, thereby minimising vulnerabilities
- Considerable cost efficiencies through the implementation of organisation wide and standard operational processes relating to information management
- Higher success rate with tenders (new tenders often include the requirement to align to, or be certified with, recognised Information Governance frameworks)
- Greater confidence by customers in the organisation's management of its information assets arising from an independent review or audit

FIVE REASONS TO CHOOSE THE SPECIALISTS AT XCINA CONSULTING FOR YOUR INFORMATION GOVERNANCE REQUIREMENTS

1. Benefit from the extensive knowledge and experience of our Information Governance consultants who hold certifications across multiple disciplines such as CISSP, CISA, CISM and ISO 27001
2. Keep up to date with the latest developments in information security. With experience, notably including a military intelligence background, our Information Governance consultants will ensure you stay informed
3. Access advice and guidance that most appropriately suits your business and its culture
4. Leverage a trusted partnership throughout your journey, from design and implementation to reviewing and upgrading existing frameworks
5. Upskill your teams through bespoke training programmes to independently maintain the Information Governance frameworks going forward



OUR SPECIALISTS IN PRACTICE

We were approached by the UK subsidiary of a Bank to undertake a risk assessment and provide controls assurance across several areas, including Information Technology, network and perimeter security, IT general controls and UK Data Protection Act compliance.

Working with the bank's operational teams, the Chief Operations Officer and the Chief Technology Officer we mapped out key controls, assessing the design adequacy and operating effectiveness across all material areas of information security. Xcina developed pragmatic remediation roadmaps which gave consideration to their process and control maturity levels with minimal disruption to the business.

"By preparing an objective report on the bank's technology control environment, which identified weaknesses, risks and detailed recommendations, Xcina supported the organisation with developing a risk-based remediation plan to bring the management of information security risks back within their risk appetite efficiently and sustainably".

ABOUT US

Xcina Consulting will advise and support you with services to mitigate and manage risk and enable the highest levels of organisational resilience. Our risk management professionals will help ensure your business is best placed to successfully achieve your strategic objectives with expert assistance to navigate an ever-changing business, regulatory and technological environment. We will deliver excellent quality, value driven services tailored to your specific needs, acting with speed and agility to meet the requirements of the regulatory context you operate within.

Take the next step to successfully manage your Information Governance activities:

Arrange a call with our Information Security team at:
info@xcinaconsulting.com

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DATA PROTECTION



Achieving a defensible compliance position on Data Protection

OUR APPROACH

We collaborate with clients at all stages of their data protection journey



Data Protection Gap Assessment

The Information Commissioner's Office ('ICO') has finalised its Accountability Framework to help businesses achieve a defensible data protection position. This toolkit further clarifies their expectations, which are grouped into ten key themes with two additional themes added by our team reflecting ICO guidance on the Privacy and Electronic Communications Regulation ('PECR'). We apply this methodology to conduct a thorough and independent gap assessment of your data protection framework.

Data Protection Framework Implementation and Remediation

We help organisations design and implement practical remediation actions to address any gaps in their data protection framework.

Training

We develop one-off or ongoing Data Protection training programmes tailored to the team's requirements, delivered by certified professionals.

Virtual DPO Service

We offer a dedicated, outsourced Data Protection service to provide specialist Data Protection advice and guidance on request. This is available to clients as part of an annual, upfront subscription.

Meet regulator expectations and maintain a defensible position with support from our compliance and technical specialists

THE DATA PROTECTION CHALLENGE FOR ORGANISATIONS

Many organisations undertook significant projects to prepare for the General Data Protection Regulation (GDPR) deadline of May 2018. However, since then, many have failed to embed data protection into business-as-usual activities.

Data Protection frameworks have struggled to keep up with internal and external changes. Some organisations do not have specialist in-house resources fully dedicated to data protection; this is where GDPR consultants can help.

The regulators' expectations are being further clarified on an ongoing basis through additional guidance, enforcement and court cases. Recently, there has been an increasing trend for regulators to issue enforcement actions and fines in cases involving non-compliance. Organisations need to ensure that they achieve and maintain a defensible compliance position.

THE VALUE WE DELIVER

Our Data Protection Compliance Consultants at Xcina will collaborate with firms to deliver the necessary expertise, input and provide assurance:

- Independent assurance to the Board and Senior Management on the effectiveness of the Data Protection Framework
- A rigorous assessment of data protection compliance against the expectations which would form the basis of an ICO audit
- A realistic implementation roadmap covering relevant recommendations for improvement
- Regular sharing of insights into relevant data protection trends and developments

FIVE REASONS TO CHOOSE THE SPECIALISTS AT XCINA CONSULTING FOR YOUR DATA PROTECTION REQUIREMENTS

1. Gain access to extensive subject matter expertise and leading practices gained across sectors
2. Xcina consultants are attuned to the latest developments, providing your firm with regular thought leadership and an opportunity to meet with us at events
3. Receive pragmatic value-added operational resilience solutions and recommendations tailored to your specific context
4. Obtain ongoing assurance from partnering with us throughout your operational resilience journey, gaining competitive advantage from sharing deliverables and knowledge transfer including training
5. A flexible solution allowing you cost-effective access to subject matter expertise and advice on demand



OUR SPECIALISTS IN PRACTICE

Xcina Consulting were approached by a global e-commerce company to support the business in understanding its compliance position against GDPR requirements and remediating against any significant gaps identified as part of the assessment.

Xcina Consulting adopted a rigorous and comprehensive approach to conducting a Gap Assessment designed to fully address the client's requirements. This involved leveraging the Information Commissioner's Office's recently published 'Accountability Framework' which we enhanced to address PECR requirements.

A review of policies and procedures and interviews was conducted over a two-month period. This involved discussions with key stakeholders across the organisation. Insights were gathered and assessed, resulting in a list of key recommendations being provided to the business, each risk-assessed according to company's own Enterprise Risk Management Framework. We then assisted the organisation in implementing some of the recommendations to address critical issues relating notably to cookies, data protection impact assessments, data mapping and records of processing activities.

"Lindsey and Samad provided pragmatic approaches to help our company to be compliant with our evolution of GDPR offering to our Clients and move us to the next phase of our privacy maturity journey. Their knowledge of the subject area and other domains is amazing. Definitely would work with them in the future."

Peter Kovacs, Information Security Specialist, nudge

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CYBER SECURITY CONSULTANCY



Protecting the organisation's valuable assets from Cyber threats

OUR APPROACH

Xcina Consulting provides a range of bespoke Cyber Security solutions to meet the varying needs of different organisations across multiple industry sectors. Our services include:

- **Cyber Security Strategy (CSS)** – working with organisations to develop and implement a robust CSS aligned with the business objectives and which affords the expected level of protection
- **Cyber Security Risk Assessments** – conducting a risk assessment focused on Cyber threats, in line with internationally recognised best practice standards, and identifying opportunities for improvement that are aligned to the organisation's business and Cyber Security strategies
- **Cyber Security Gap Analysis** – conducting an assessment of an organisation's Cyber Security control framework against internationally recognised best practice standards as well as internal frameworks and developing a pragmatic roadmap for remediation



- **Cyber Security Event and Incident Monitoring** – delivered through the Shearwater Group plc Security Operations Centre as a Service (SoCaaS) solution, using best in class tools and applications
- **Managed Information Security Services** – typically adopted by organisations to tap into otherwise expensive information security expertise at a fraction of the cost. Clients benefit from extensive access to experts, an initial Information Security assessment and thought leadership (whitepapers and newsletters)
- **Audit Certification** – if your organisation is required to or wishes to comply with regulatory requirements, our Cyber Security consultants will assist you in preparing for ISO 27001, PCI-DSS compliance and SOC 2
- **Training** – employees form a vital component of the organisation's Cyber Security internal control framework and ensuring they understand their roles and responsibilities is critical. We deliver bespoke Cyber Security training and workshops to your staff to develop their skills and effectiveness

Improve your organisation's ability to prepare, respond and recover amidst an ever-evolving cyber threat landscape

The challenge of protecting an organisation from cyber-attacks is complex and costly due to the ever-evolving threat landscape. Threat actors are constantly seeking vulnerabilities in organisations' frameworks to exploit, and with the potential rewards amounting to millions of pounds there is a major incentive for them to keep trying. They only need to succeed once.

At the heart of improving an organisation's Cyber Security posture are its people. The UK Government's Department for Digital, Culture, Media and Sports recognises that there is a significant skills gap in adequately trained Cyber Security professionals in the United Kingdom. This is the case within organisations and across the public and private sectors.

THE VALUE WE DELIVER

Our Information Security consultants will collaborate with firms to deliver Cyber Security expertise and achieve the following:

- Independent assurance to internal and external stakeholders regarding the organisation's management of its information assets
- Increased customer confidence in the way your organisation handles their information
- Improved operational efficiencies by optimising the maturity of internal Cyber Security risk management processes
- Cost effective compliance with information security legislation, regulations and best practice standards
- Better awareness of the organisation's Cyber risks, risk profile and remediation activities
- Strengthen organisational resilience and ability to successfully recover from a Cyber attack
- Lower the cost of your Cyber insurance premiums
- Successful outcomes from tender processes by demonstrating effective Cyber Risk Management

FOUR REASONS TO CHOOSE THE SPECIALISTS AT XCINA CONSULTING FOR YOUR CYBER CONSULTING REQUIREMENTS

1. Benefit from the extensive knowledge and experience of our Cyber Security consultants who have certifications that span multiple disciplines including CISSP, CISA, CISM and ISO 27001
2. Stay at the forefront of new developments in the Cyber Security landscape
3. Receive pragmatic advice, guidance and recommendations appropriate for your business
4. Build an ongoing partnership and ensure Cyber Security support and maturity are sustained throughout your compliance journey



OUR SPECIALISTS IN PRACTICE

We were requested by the Client, a UK authorised and registered wholesale bank, to assist with developing its Cyber Risk strategy.

Working with senior management including members of the Executive Committee and the Information Technology Team, we established the bank's strategic objectives and risk appetite in relation to information and cyber risks and aligned it to the bank's business strategy. We developed a comprehensive framework that was supported by a detailed and pragmatic delivery roadmap.

By working closely with management to understand the business and technology goals in detail, we were able to present a focussed and pragmatic strategy with an achievable and progressive roadmap which builds capability and maturity over time.

ABOUT US

Xcina Consulting will advise and support you with services to mitigate and manage risk and enable the highest levels of organisational resilience. Our risk management professionals will help ensure your business is best placed to successfully achieve your strategic objectives with expert assistance to navigate an ever-changing business, regulatory and technological environment. We will deliver excellent quality, value driven services tailored to your specific needs, acting with speed and agility to meet the requirements of the regulatory context you operate within.

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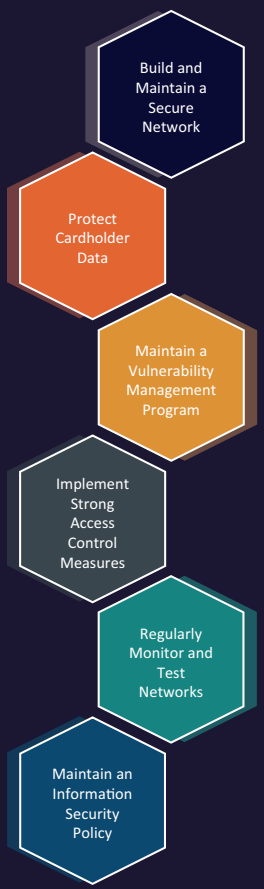
PCI-DSS COMPLIANCE



Protecting your customers cardholder data through flexible and tailored support from our experienced QSAs

OUR APPROACH

We work with clients at all stages of their PCI-DSS compliance journey:



Scoping

Determining an accurate scope of the Cardholder Data Environment (CDE) could be the difference between PCI-DSS compliance and non-compliance, and has a significant impact on the cost of compliance and the resources required to undertake the process.

Gap Analysis

We will assess your compliance with the relevant PCI-DSS requirements i.e. whether you are a merchant or service provider, require the completion of a full scope Report on Compliance (ROC) or need to complete a Self-Assessment Questionnaire (SAQ). We will then develop a clear plan of action that outlines the compliance gaps and provides a remediation roadmap that enables the organisation to allocate resources more efficiently.

Remediation

We will work with you to address compliance gaps identified during the gap analysis phase, ensuring that remediation activity complies with the PCI-DSS compliance requirements and enabling faster progression to formal assessments.

Formal assessments

Whether your organisation is a level one Merchant or Service Provider, our QSAs are qualified and very experienced in executing Formal Assessments, Self-Assessment Questionnaire (SAQ) reviews and Reports on Compliance (RoC).

XCINA CONSULTING IS A QUALIFIED SECURITY ASSESSOR (QSA) COMPANY

Securing your customer's data has never been more important than it is today. Nefarious actors are always looking for new and more sophisticated ways to obtain customers' data and in particular, their payment card information. So, as an organisation, how do you navigate the complex world of the PCI-DSS compliance, to help secure your customers' payment card information?

Visa, Mastercard, American Express, Discover and JCB require that merchants and service providers comply with 300+ security controls in PCI-DSS in order to continue to process payments. Non-compliance could result in the payment systems being withdrawn by the card brands, negatively impacting the organisations' operations.

We will work with you to simplify the PCI compliance requirements, taking the most efficient route to achieving and maintaining compliance. Our tried and tested methodology which includes regular scheduled touchpoints and continuous improvement assessments ahead of the formal assessment, ensures early identification and resolution of compliance issues. Our ongoing engagement with the organisation enables the impact of any planned changes to operational and technical processes and procedures to be evaluated for their impact on PCI compliance.

THE VALUE WE DELIVER

Our experienced QSAs will work with you to achieve and maintain compliance with the PCI-DSS requirements:

- Reduce the cost of compliance by ensuring the scope is accurately determined, maintained and factored into strategic decision making
- Improve the overall security posture of the organisation and ensure that key policies and principles are applied across the organisation
- Benefit from the knowledge transfer to your own staff as we work collaboratively with them throughout the engagement
- Keep up to date with developments in the PCI-DSS domain, including notices from the PCI Council and how they impact your own environment

FOUR REASONS TO CHOOSE THE SPECIALISTS AT XCINA CONSULTING FOR YOUR PCI-DSS COMPLIANCE REQUIREMENTS

1. Gain significant savings from getting the Cardholder Data Environment (CDE) scope right
2. Benefit from the extensive knowledge and experience of our qualified security consultants
3. Achieve PCI-DSS compliance with a tailored solution appropriate to the needs of the organisation in the most efficient manner
4. Identify and remediate any compliance issues in a timely manner before commencement of the formal assessments and significantly reduce the likelihood of having any surprises



OUR SPECIALISTS IN PRACTICE

The UK operation of an international services organisation engaged Xcina to review the scope of its payment services against the PCI-DSS Standard.

Having reviewed the Cardholder Data Environment we identified that the requirements were broader than the client had understood, and we recommended accelerating planned outsourcing to third-parties to reduce the touchpoints for card payments. These changes were implemented in time for their annual assessment and enabled a compliant ROC to be completed.

Our recommendations allowed the client to streamline their processes, simplify their scope and ease the effort in achieving and maintaining PCI compliance.

"Xcina Consulting performed an annual review of our card data environment, and ensured that we are compliant with the PCI-DSS. We continue to work with their experienced QSAs, leveraging their guidance and best practices so we have the highest possible level of security controls in place."

ParkMobileUK, Managing Director

ABOUT US

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BUSINESS CONTINUITY AND CRISIS MANAGEMENT



Reducing risk through improved Business Continuity and Crisis Management

OUR APPROACH

To design and implement the most appropriate Business Continuity Management (BCM) strategy and provide the most relevant risk and crisis management solutions for your organisation, we partner with you to thoroughly understand your business operations and objectives.



By understanding our clients' processes, supporting resources and underlying infrastructure at a detailed level, we are able to identify and address any weaknesses. We can then design and deliver Business Continuity and Crisis Management Frameworks enabling the business to continue operating when an incident occurs.

As well as designing and preparing the required policies and procedures, our consultants conduct independent reviews and assessments of BCM frameworks. We also support organisations in testing their plans. This can be as 'light touch' or as in depth as clients wish. In addition, we are able to facilitate tabletop exercises or scenarios that require the physical and/or technical enactment of the Business Continuity or Crisis Management plans.

Enhance your organisation's resilience and reduce the overall level of risk to your operations

In today's world, it is not a case of 'if' an incident will occur but 'when'. The ever-evolving and countless threats organisations face from disruptions such as fire, flood, cyber-attacks, ransomware, pandemics, war or supply chain disruptions, pose a constant threat to the continuity of their operations.

Ensuring that the organisation is resilient and able to maintain continuity of operations through a disruption is a core requirement of regulators, customers, partners and other internal and external stakeholders. The ability to swiftly respond to crises is critical to minimising their impact on the organisation. The main objective for organisations is to be able to continue to operate and deliver critical services at an acceptable level, whilst preventing any significant impact on customers, regulatory compliance, the brand, image and reputation of the organisation.

Business Continuity Planning:

- **Risk identification** – assessing the key risks to the continuity of operations within the organisation performed with a focus on planned outcomes for customers
- **Business Impact Analysis** – conducting an analysis of the impact on the operations of the occurrence of a disruption
- **Recovery strategies** – determining resource requirements and recovery objectives, conducting gap analyses, exploring recovery strategies and implementing strategies
- **Plan formulation** – developing and documenting plans including resource requirements (teams, facilities, etc.), roles and responsibilities and recovery activities
- **Ongoing testing** – developing and documenting testing and maintenance requirements, undertaking testing, updating plans for lessons learned from exercises and conducting staff training.

Crisis management are the steps that the organisation executes to deal with a catastrophic event. Unlike Business Continuity Planning which prepares an organisation to continue through a disruption, Crisis Management is concerned with protecting the organisation's reputation. Crisis management may involve the invocation of the business continuity plans.

THE VALUE WE DELIVER

By implementing effective Business Continuity Management and Crisis Management policies and procedures, organisations can:

- Minimise disruption by following the best practice strategy of 'Plan, Do, Check, Act' and maintain services
- Quickly respond to crisis situations and minimise impact to the organisation
- Increase confidence in the organisation by demonstrating a high level of commitment to business continuity
- Build trust among clients, staff and the supply chain, as well as other third parties and stakeholders
- Preserve and protect your brand value and hard-earned reputation
- Comply with industry regulations and standards, notably ISO 22301, and demonstrate that your organisation is actively managing the risks of disruption
- Establish a culture of organisational resilience, encouraging employees to apply a business continuity mindset to everyday tasks, embedding good practice by design, thereby giving the organisation differentiation and a competitive edge

FIVE REASONS TO CHOOSE THE SPECIALISTS AT XCINA CONSULTING FOR YOUR BCM AND CRISIS MANAGEMENT REQUIREMENTS

1. Benefit from the extensive knowledge and experience of our Business Continuity and Crisis Management Consultants who have first hand experience with continuity incidents and have successfully mitigated the risks. There is no greater experience than having felt the pain personally and come through the other side
2. Some of our consultants are members of the Business Continuity Institute and have contributed to the development of best practice standards including the BSI's ISO 22301. Xcina have designed BCM solutions across multiple industry sectors, varying sizes and maturities of firms
3. We are a Platinum Member of the British Standards Institute (BSI) Associate Consultant Programme
4. Achieve and maintain certification to the Business Continuity Management System (ISO/IEC 22301) Standard
5. Upskill teams and embed a business continuity mindset across the firm through training and development enabling your teams to develop the necessary internal capabilities and maintain the solutions we deliver. All our training is based on best practices learned from first-hand experience and real-life incidents



OUR SPECIALISTS IN PRACTICE

The government regulator for gas and electricity markets in the United Kingdom approached Xcina to devise, deliver and report on a live scenario test of its business continuity and crisis management plans.

The lessons from the test enabled key updates to be made to plans and working practices. Operating under stress also served to highlight potential resource or skills pinch points.

We received excellent feedback from the executive team and confirmed that they had developed significantly greater confidence in their plans and their ability to manage an incident.

"The organisation realised the need to enhance their readiness to keep operations running in the event of a crisis. They engaged Xcina Consulting to design a cost-effective, scalable business continuity management, disaster recovery and crisis management solution to support their services. The organisation has around 160 projects across the UK providing critical services to those individuals, families and communities that are affected by drugs, alcohol, crime, homelessness, domestic abuse, and antisocial behaviour."

ABOUT US

Xcina Consulting will advise and support you with services to mitigate and manage risk and enable the highest levels of organisational resilience. Our risk management professionals will help ensure your business is best placed to successfully achieve your strategic objectives with expert assistance to navigate an ever-changing business, regulatory and technological environment. We will deliver excellent quality, value driven services tailored to your specific needs, acting with speed and agility to meet the requirements of the regulatory context you operate within.

Take the next step to successfully manage your Business Continuity Management and Crisis Management strategy:

Arrange a call with our Information Security team at:
info@xcinaconsulting.com

Access our thought leadership on Business Continuity and Crisis Management at:
https://xcinaconsulting.com/whitepapers/

Stay ahead and keep informed with our insights on Business Continuity and Crisis Management at:
https://info.xcinaconsulting.com/subscription-page

Manage risk with confidence and clarity. Get in touch with us at info@xcinaconsulting.com or on +44 (020) 3745 7820

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