



Disaster Recovery and Business Continuity Consultancy Service Definition Document

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Document Control

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Revision History

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Services Overview

Maple Networks are next generation Digital and IT service provider in the UK with skills in various areas across the digital landscape. Maple Networks have developed a range of services to support customers in their digital, data and business transformations.

This Document provides overview service definition information for the Maple Networks Disaster Recovery (DR) and Business Continuity Plan (BCP) consultancy service.

The Business Continuity and Disaster Recovery (BCP/DR) Consultancy Service provides organisations with a clear, structured approach to understanding their resilience posture and strengthening their ability to recover from disruption. Through targeted workshops, technical discovery, and expert analysis, Maple Networks evaluates current processes, technology, and business requirements to identify risks, gaps, and improvement opportunities. The service delivers a comprehensive BC/DR report, actionable recommendations, and a roadmap that aligns recovery capabilities with operational and strategic priorities—ensuring the organisation is prepared, informed, and resilient.



Service Description

Business Continuity and Disaster Recovery (BCP/DR)

Maple's Business Continuity and Disaster Recovery (BCP/DR) Consultancy Service enables organisations to fully understand, strengthen, and formalise their resilience capabilities across people, processes, and technology. Maple Networks delivers a structured, expert-led assessment of existing continuity arrangements, technical environments, business processes, and recovery expectations to identify risks, gaps, and improvement opportunities. Through targeted workshops, technical discovery, and expert analysis, the service produces a comprehensive BC/DR report outlining current posture, recommended actions, and a clear roadmap aligned with organisational priorities. This service ensures that organisations have the insight, structure, and strategy required to maintain critical operations and recover effectively from disruption.

Service Overview

Maple Networks has extensive experience in building BC/DR capabilities across public and private sector environments, including large NHS trusts and mission-critical digital infrastructures.

This service delivers:

- A structured assessment of current BCP and DR capabilities
- A detailed analysis of infrastructure, business processes, risks, and interdependencies
- Workshops with technical, operational, and business stakeholders
- A comprehensive BC/DR report with recommendations, priorities, and roadmap
- Presentation of findings to stakeholders with Q&A
- Alignment of technology, processes, and policy to support resilience

The service is delivered predominantly via Microsoft Teams with a combination of remote analysis, stakeholder workshops, and documented outputs.



Service Package

Project Kick-Off	• Proposal review and sign-off • Initial Statement of Work • Identification of key contacts and stakeholders • Agreement of timelines, deliverables, roles, and prerequisites • Establishing communication and governance structure • Documentation of project kick-off outputs
Data Collection & Workshops	A series of structured workshops covering: • Networking & Telephony • Infrastructure (Storage, Compute, Backup) • End User Compute • Applications & Dependencies • Cyber Security & Policy • Business Unit Requirements & Impacts Supporting data gathering includes: • Network and infrastructure diagrams • Current RPO/RTO definitions • Existing DR/BCP documentation • Cyber policies • Identified digital/IT risks • Tool-based environment discovery
Analysis	• Review and analysis of all collected technical, business, and operational data • Identification of risks, gaps, assumptions, and dependencies • Mapping of business expectations vs technical capability • Development of early recommendations and prioritisation • Remote analysis by Maple Networks consultants
Options, Documentation & Presentation	• Production of a comprehensive BC/DR report covering: ○ Business and technical requirements ○ Current position and capabilities ○ Identified risks, gaps, and assumptions ○ Recommendations and priorities ○ High-level roadmap ○ Additional areas agreed between both parties • Presentation of key findings and recommendations to stakeholders • Facilitated Q&A and refinement of proposals
Service Completion & Sign-Off	• Agreement of next steps for implementation • Formal sign-off of engagement • Optional progression to roadmap execution, implementation consulting, and policy development



Service Features

	Description
Core Features	• End-to-end Business Continuity & Disaster Recovery assessment • Comprehensive stakeholder workshops covering all relevant disciplines • Technical environment discovery and data collection • Analysis of infrastructure, applications, policies, and risks • Detailed BC/DR report including: ○ Risk and gap analysis ○ Recommendations and priorities ○ Business impact considerations ○ RPO/RTO alignment ○ High-level resilience roadmap • Executive-ready presentation • Clear definition of next steps for long-term resilience
Technical Features	• Infrastructure analysis: storage, compute, backup • Network and telephony resilience assessment • End User Compute continuity analysis • Cyber security expectations during DR/BCP events • Application dependency and criticality mapping • Review of DR toolsets
Business Features	• Business impact assessment (high-level) • Regulatory and compliance considerations • Guidance on governance, ownership, and invocation authority • Alignment with organisational risk posture and assurance frameworks
Delivery Features	• Remote delivery using Microsoft Teams • Dedicated Maple Networks project manager • Clear communication plan and milestone tracking • Engaged collaborative delivery model with customer teams