

Netpremacy Business Continuity

G-Cloud 15 – Service Definition

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Service Overview

The Business Continuity solution is a fully-managed platform designed to provide organisations with a secure, self-service environment to maintain operations during a crisis. By utilising a secondary, isolated Google Workspace environment, the solution ensures that an organisation can continue to communicate and collaborate even if its primary core systems or collaboration platforms are corrupted, compromised, or experience an outage.

Key Features

The solution encompasses technical setup, management tools, and ongoing readiness support:

- **Secondary Workspace Environment:** Secure configuration of a secondary Google Workspace tenancy and domain.
- **Account & User Provisioning:** Management of "Users" (platform access) and "Accounts" (Workspace access) with status tracking for unprovisioned, active, or suspended states.
- **Centralised Document Management:** Organisation of critical files into "Shared Drives" with configurable access levels, alongside individual "My Drives" for each account.
- **Crisis Communication Management:** Pre-configured SMS and Email templates for all crisis stages (invocation, escalation, and shutdown), including the use of code words for authenticity.
- **Integrated App Dashboard:** A centralised interface to view organisation details, manage users, and update contact information.
- **Readiness & Support:** Includes a technical design document, simulation support, and ongoing platform maintenance.

Key Benefits

- **Operational Resilience:** Provides a completely isolated environment to move to if core systems are compromised.
- **Communication Continuity:** Ensures your organisation can continue to collaborate on Google Workspace even during primary platform outages.
- **Regulatory Compliance:** Offers peace of mind by ensuring all regulatory obligations and compliance standards are met.
- **Self-Service Capability:** Enables the organisation to self-serve during a crisis through a fully-managed platform.
- **Audit & Control:** Includes a history tab for communications to allow for a fine level of control and auditing during and after a crisis.

Target Use Cases

The platform is specifically designed to address three primary crisis scenarios:

Scenario	Trigger	Response
Cyber Attacks	Core systems are corrupted or compromised.	Immediate transition to a completely isolated environment.
Platform Outages	Core collaboration platform goes down.	Switch to Google Workspace to maintain communication and collaboration.
Compliance	Necessity to meet strict regulatory obligations.	Use the Google Workspace environment to satisfy compliance requirements.

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