gieom

An Xcelerate Venture

A PRACTICAL GUIDE

Business Continuity Management

from Spreadsheets to Resilience

An Operational Guide to Risk, Compliance, and Operational Resilience

www.gieom.com

What is Business Continuity Management?

Business Continuity Management (BCM) is the framework that ensures your organisation can continue critical operations and recover quickly when disruptions strike. Whether it's a cyberattack, a system failure, a vendor outage, or a natural disaster. BCM determines whether your response is controlled or chaotic.

BCM isn't a one-time plan. It's a continuous cycle of assessment, planning, testing, and improvement anchored by three core processes:

Business Impact Analysis (BIA)

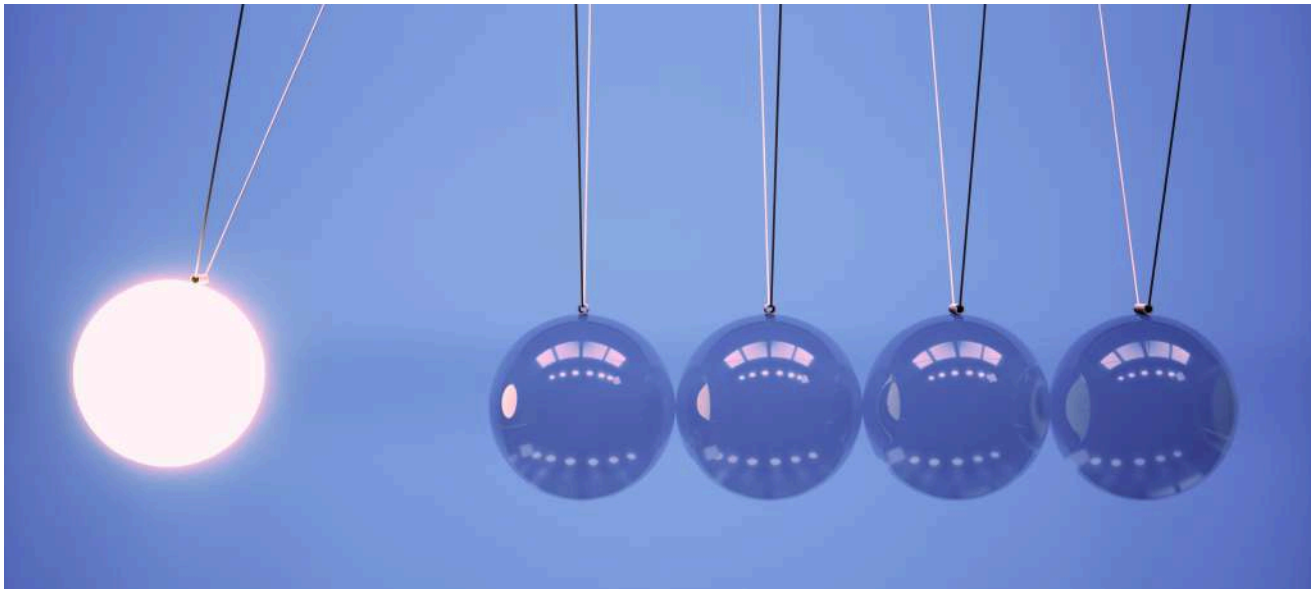
Identifies your critical activities, the resources they depend on, and the impact of disruption over time. The BIA is the foundation of every BCM decision.

Business Continuity Plan (BCP)

Documents how the organisation will maintain or restore critical activities during and after a disruption. It defines roles, actions, escalations, and recovery steps.

BCP Testing & Continuous Improvement

Validates that plans work in practice. Regular testing — tabletop exercises, simulation drills, full-scale tests — reveals gaps before a real event does. Results feed back into BIA and BCP updates.



Why BCM Urgency Has Never Been Higher

The regulatory and operational case for action

BCM is no longer a best-practice aspiration, it is a regulatory requirement. Across every major jurisdiction where Gieom operates, regulators are mandating documented, tested, and auditable continuity frameworks. Non-compliance is not a technical gap. It's a board-level risk.

RBI Framework (India)

RBI's Draft Framework on Operational Resilience includes BCM requirements for banks and regulated financial institutions.

SEBI CSCRF (India)

The Cybersecurity and Cyber Resilience Framework includes continuity mandates for all market participants.

UAE / GCC Regulators

CBUAE and regional regulators require documented BCM as part of operational resilience obligations.

DORA (EU)

Mandates ICT-related BCP, testing, and reporting for all financial entities in the EU. Effective January 2025.

UK OpRes Framework

Requires firms to set impact tolerances, map important business services, and demonstrate continuity within defined limits.

APRA CPS 230 (Australia)

Sets operational risk and business continuity obligations for all APRA-regulated entities from 2025.

87% Of banking and financial organizations say regulatory requirements are the primary driver for resilience and continuity programs

Business continuity is no longer optional, it is increasingly regulation-driven.

The 7 Challenges Holding BCM Back

Why most organisations aren't as prepared as they think?

1. Difficulty identifying critical activities

Without structured BIA tooling, teams struggle to determine which processes are truly critical, and how long they can survive disruption without serious consequences.

2. Inconsistent BIA scoring

When departments use different scoring criteria, results become incomparable. Decisions get made on gut feel rather than standardised, auditable data.

3. Poor visibility into dependencies

Critical processes depend on people, systems, vendors, and infrastructure. Without dependency maps, the real blast radius of a disruption remains unknown until it's too late.

4. No centralised BCP repository

BCPs scattered across email threads, SharePoint folders, and personal drives create version chaos. No one knows which plan is current when it matters most.

5. Manual review and approval tracking

Chasing approvals by email is time-consuming, error-prone, and leaves no audit trail, a serious liability when regulators come knocking.

6. Untested or infrequently tested plans

A BCP that has never been tested is a liability. Many organisations schedule tests annually but lack the tooling to record, track, and act on outcomes.

7. Limited audit trail visibility

When regulators or auditors ask for evidence of BCM governance, organisations with manual systems struggle to produce it quickly, credibly, or completely.

The BCM Lifecycle

Three stages. One continuous cycle.

Gieom covers every stage, from initial impact assessment through to live monitoring and continuous improvement. Understanding this lifecycle is the foundation for seeing how each platform capability fits.

The Gieom BCM Lifecycle

Assess, Plan, Test & Improve

Stage 01
Assess

Conduct structured BIAs using standardised scoring. Identify critical activities, set recovery objectives, and map every resource each process depends on.

Stage 02
Plan

Build tested, living BCPs from configurable templates. Define roles, escalation paths, and recovery actions — stored in a single governed repository.

Stage 03
Test & Improve

Run structured BCP tests, record results, and link findings to improvement actions. Automated review cycles and dashboards keep the programme current.

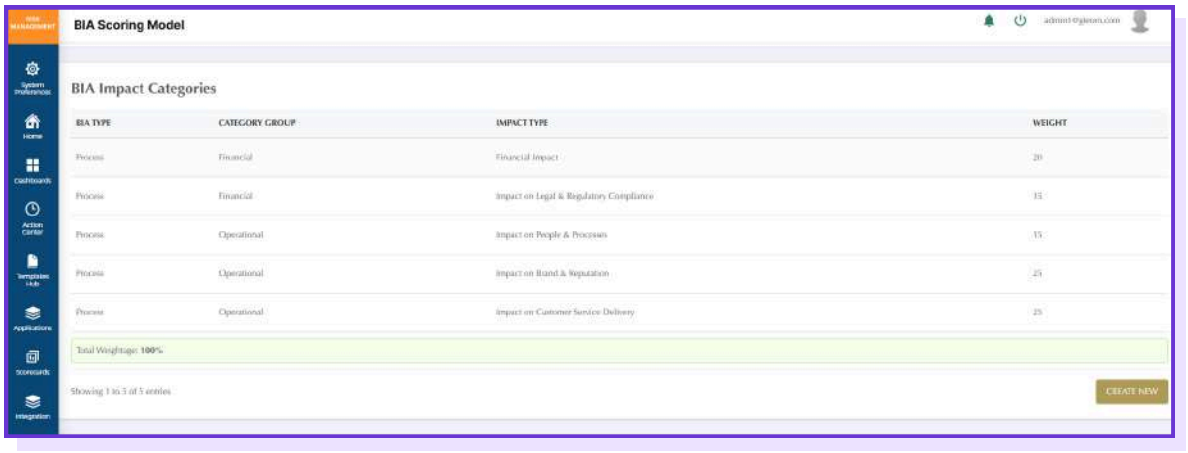
How Gieom BCM Solves These Challenges

A platform built for every stage of the BCM lifecycle

Every challenge listed above has a direct solution in Gieom BCM. The platform is built to replace manual, fragmented, and undocumented approaches with structured, auditable, and continuously maintained continuity management.

BIA Scoring Model

Define and standardise your impact scales across the entire organisation. Configure impact categories such as, financial, reputational, operational, regulatory and timeframes (1 hour, 4 hours, 24 hours, 1 week). Every business unit scores against the same model, making results comparable, auditable, and credible.



Gieom platform - BIA Scoring Model

Business Impact Assessment (BIA)

Enable users across departments to assess disruption impact on their processes using structured digital forms. Gieom automatically calculates criticality and generates a ranked view of business processes by recovery priority, the foundation of your BCP.

Review & Approval Workflow

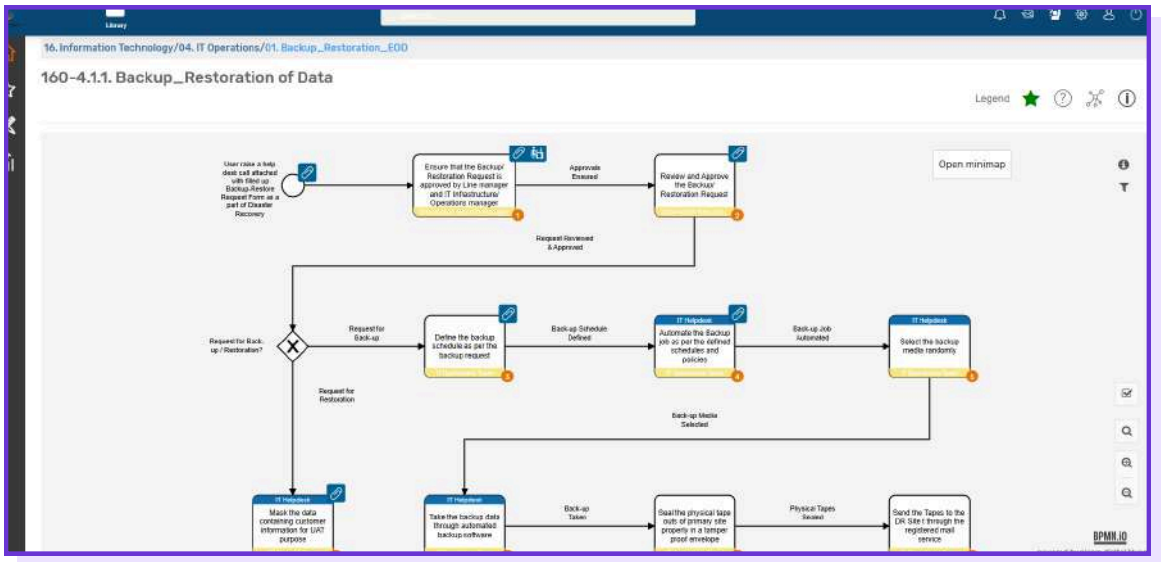
Configure review frequencies and let Gieom automatically trigger review cycles, approvals, and notifications when they're due. Every review is documented. Every approval is timestamped. Every change is tracked, giving you a complete audit trail that satisfies regulators.

BCP Testing & Test Master

Create structured test plans, run BCP testing exercises, and record results in Gieom's Test Master. Track which plans have been tested, when, by whom, and what was found. Link test outcomes directly back to BCP improvement actions.

Dependency Mapping

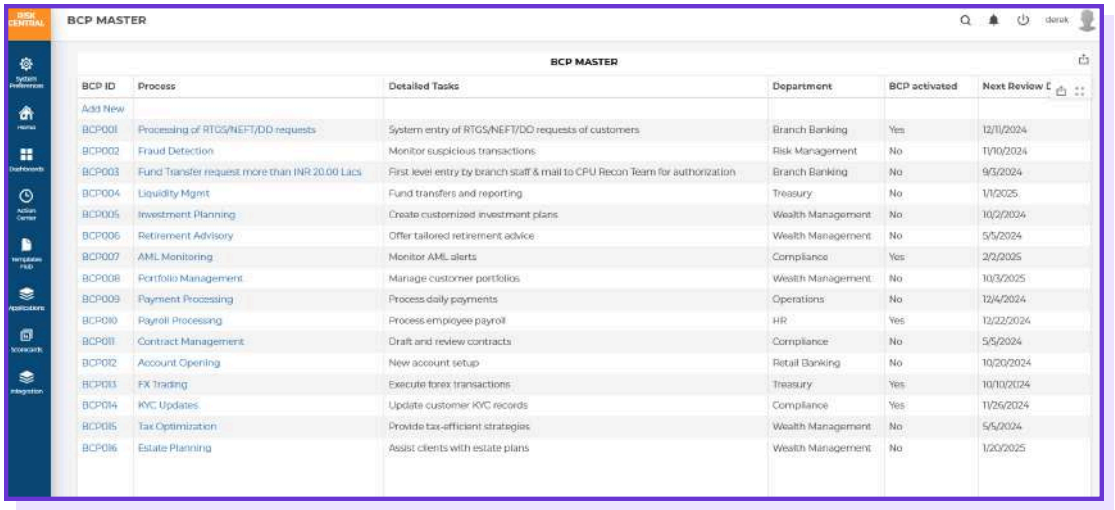
Map the resources, people, systems, applications, third-party vendors, and infrastructure, that each critical process depends on. Gieom visualises these dependencies as process maps and flow charts, making it immediately clear what needs to be recovered first, and in what order.



Gieom platform - Process Dependency Map

Centralised BCP Repository

Store all Business Continuity Plans in one place. Access, manage, update, and version-control BCPs across all departments from a single interface. Everyone works from the same plan. No more email attachments. No version confusion.



BCP ID	Process	Detailed Tasks	Department	BCP activated	Next Review D
Add New					
BCP001	Processing of RTGS/NEFT/DD requests	System entry of RTGS/NEFT/DD requests of customers	Branch Banking	Yes	12/11/2024
BCP002	Fraud Detection	Monitor suspicious transactions	Risk Management	No	11/10/2024
BCP003	Fund Transfer request more than INR 20.00 Lacs	First level entry by branch staff & mail to CPU Recon Team for authorization	Branch Banking	No	9/3/2024
BCP004	Liquidity Mgmt	Fund transfers and reporting	Treasury	No	1/1/2025
BCP005	Investment Planning	Create customized investment plans	Wealth Management	No	10/2/2024
BCP006	Retirement Advisory	Offer tailored retirement advice	Wealth Management	No	5/5/2024
BCP007	AML Monitoring	Monitor AML alerts	Compliance	Yes	2/2/2025
BCP008	Portfolio Management	Manage customer portfolios	Wealth Management	No	10/3/2025
BCP009	Payment Processing	Process daily payments	Operations	No	12/4/2024
BCP010	Payroll Processing	Process employee payroll	HR	Yes	12/22/2024
BCP011	Contract Management	Draft and review contracts	Compliance	No	5/5/2024
BCP012	Account Opening	New account setup	Retail Banking	No	10/20/2024
BCP013	FX Trading	Execute forex transactions	Treasury	Yes	10/10/2024
BCP014	KYC Updates	Update customer KYC records	Compliance	Yes	11/26/2024
BCP015	Tax Optimization	Provide tax-efficient strategies	Wealth Management	No	5/5/2024
BCP016	Estate Planning	Assist clients with estate plans	Wealth Management	No	1/20/2025

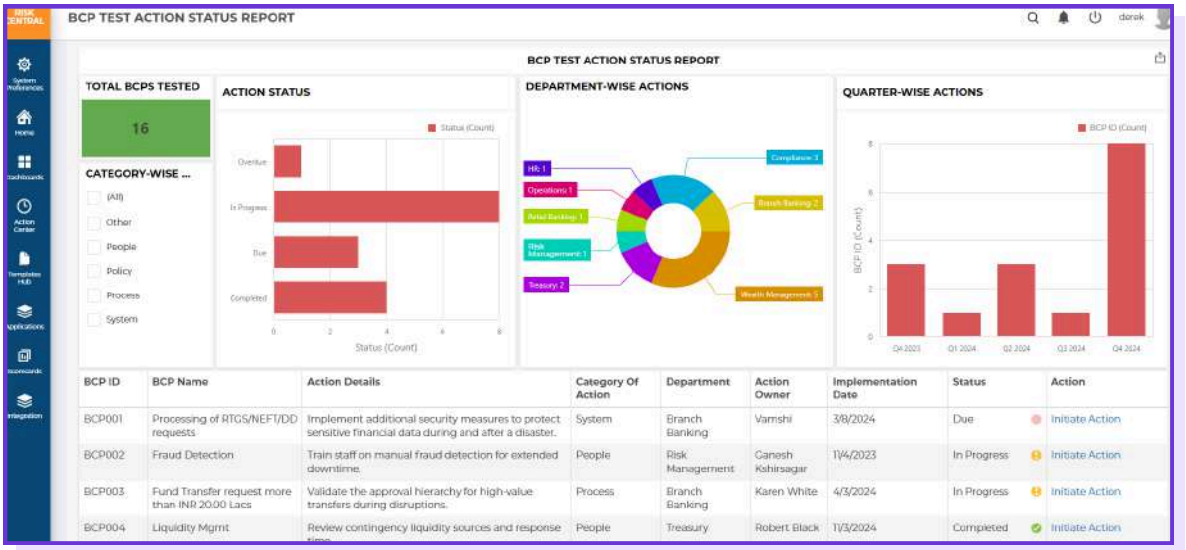
Gieom platform - BCP Master Repository

Task Management

Track every BCM activity through its complete lifecycle, from BIA initiation through to final BCP approval. Assign tasks, set deadlines, and receive automated reminders. Nothing falls through the cracks.

Real-Time Dashboards & Reports

Configure stakeholder-specific dashboards that surface BCM status in real time. Give senior leadership visibility into plan currency, testing coverage, and any gaps without waiting for a quarterly report.



Gieom platform - BCP Test Action Status Dashboard

AI-Enabling BCM: What's Possible Now

Moving from manual to intelligent continuity management

BCM is one of the most data-rich domains in operational risk and one of the least automated. AI removes manual effort, surfaces hidden risks, and accelerates decisions across every stage of the BCM lifecycle.

AI-Assisted BIA Scoring

- Auto-suggest criticality scores based on historical BIA data and peer process benchmarks.

- Flag outlier assessments where scoring is inconsistent with similar processes.
- Pre-populate BIA templates from process descriptions using natural language input.

Intelligent Dependency Discovery

- Analyse process data, IT landscape, and vendor records to surface dependencies not manually mapped.
- Identify single points of failure, a vendor, system, or role that appears across multiple critical processes.
- Recommend dependency groupings to simplify recovery sequencing.

Auto-Generated BCP Drafts

- Generate first-draft BCPs from BIA outputs, reducing manual writing effort significantly.
- Maintain consistency in structure and language across all plans.
- Flag gaps where mandatory BCP sections are incomplete or missing.

Anomaly Detection & Gap Alerting

- Monitor BCP coverage and flag critical processes with expired plans, missed reviews, or incomplete testing.
- Alert when a new regulatory obligation creates a gap in existing continuity arrangements.
- Surface patterns in test failures to prioritise improvement efforts.

Recovery Time Optimisation

- Model different recovery scenarios and recommend resource allocation to meet RTOs.
- Simulate disruption cascades across dependency maps to reveal hidden recovery bottlenecks.
- Suggest BCP sequencing improvements based on simulated outcomes.

Natural Language BCP Q&A

- Allow staff to query the BCP in plain language during an incident: 'What are the first steps if our core banking system fails?'
- Reduce errors during crisis response by making the BCP accessible and searchable.
- Generate incident summary reports automatically from response logs.

Ready to move from spreadsheets to resilience?

Gieom BCM is live in organisations across the Middle East and India.
Built for regulated industries. Designed for real-world complexity.

Book a discovery call