



WELCOME TO

**RiskNZ**  
**Lunchtime Seminar:**  
**18 April 2023**



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**PROTECHT**  
Redefining Risk



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# Business Continuity Vs. Operational Resilience – Is there a difference?



**Louise Squires**

Overseas Group & Life Business Continuity  
& Resilience Leader - **Chubb**

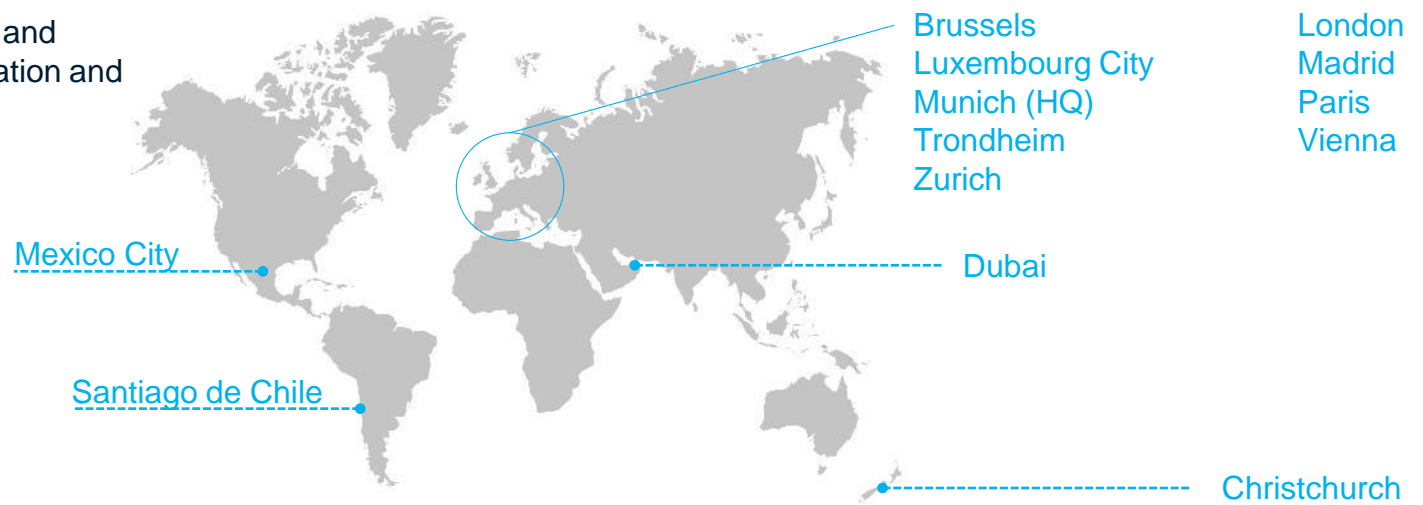


**Martin Petts**

Head of Sales, Australasia and Asia Pacific  
**F24**

# F24 - That Great Feeling of Being Equipped to Deal with any Critical Situation

- #1** | Europe's leading SaaS provider for crisis and incident management, emergency notification and business messaging.
- >20** | years experience
- 1** | First and only European provider listed in the Gartner Report for EMNS
- 200+** | employees worldwide



**3,000+** | clients globally

**43%** of DAX40 companies supplied

**42%** of STOXX Europe 50 companies supplied

**74%** Emergency notification and crisis management



**26%** business messaging

# Areas for today's discussion

- Feel free to ask questions via the chat

**#1** | History & Evolution of Business Continuity Landscape and regulations

**#2** | 'Critical vs 'Important' in the context of Business Continuity and Operational Resilience?

**#3** | Mitigation for Reputational Damage & Communication?

**#4** | Culture and Incident Management?

**#5** | How else does Operational Resilience Differ from Business Continuity?

**#6** | Balancing the Cost vs the Benefits?

# Areas for today's discussion

- Poll Questions

**#1** | Are there regulations on the horizon in your industry that will impact how you do things?  
(YES / NO)

**#2** | How do you communicate in an emergency, out of hours?  
(EMAIL / WHATSAPP / PHONE / EMERGENCY NOTIFICATION SOLUTION)

**#3** | Do you manage, track and log lower-level incidents?  
(YES / NO)

**#4** | Are you starting to plan for Operational Resilience or Business Continuity?  
(OPERATIONAL RESILIENCE / BUSINESS CONTINUITY / NEITHER)

# With our product portfolio we are able to support you in three areas.

Business Messaging (BM)

**eCall**  
an F24 product

**SMS<sup>up</sup>**  
an F24 product



**Connect businesses with people.**

Governance, Risk and Compliance (GRC) / Business Continuity Management

**TopEASE**  
an F24 product



**Proactively manage risks and critical business processes digitally.**

Emergency Notification and Crisis Management (ENS/CM)

**FACT24**  
an F24 product

**CIM**  
an F24 product

**PWS**  
an F24 product



**Enable organisations to save lives and values.**

# We offer everything you expect from a leading Crisis Management and Emergency Notification Service.



Quick setup: usually within

**48 hours**

**24/7**



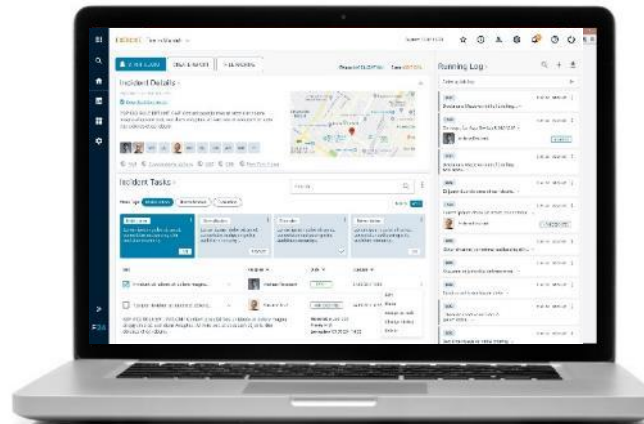
top-quality personal support provided by experienced highly-skilled staff



Data is protected in compliance with

**GDPR**

using comprehensive technical and organisational measures



**100%**

Software-as-a-Service

Used in more than

**100 countries**



**99.99%**

guaranteed availability for alerting services and 99.5% for all other FACT24 services



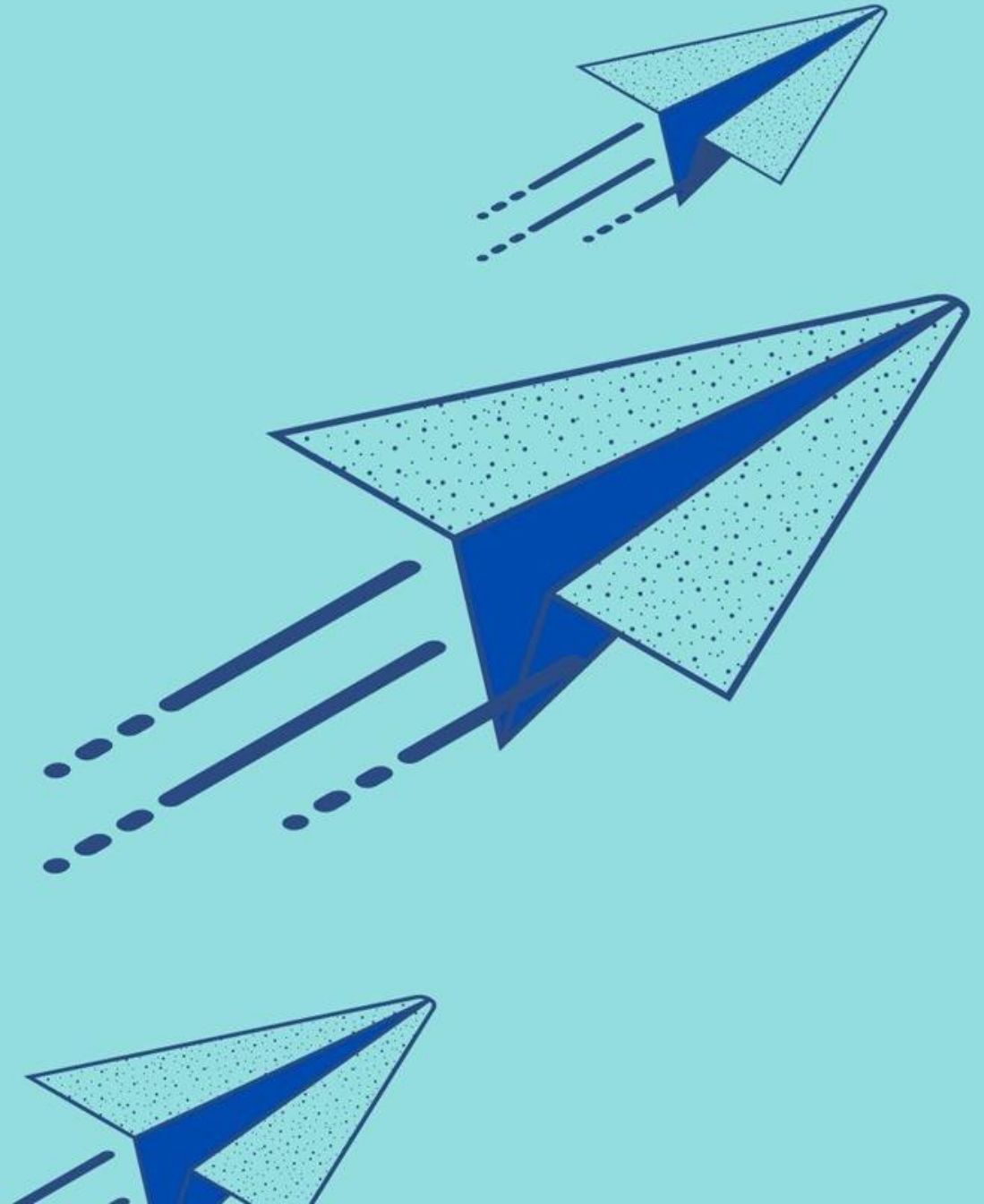
**ISO certified**

FACT24 is developed and operated under a management system certified by ISO/IEC 27001 and 22301.



# Do you have any questions?

Type them into the Q&A platform





**Thank you for joining us today**

