



Business Continuity Solution and Overflow Services Totalpost Services Plc.: Why Choose Us?

What is Business Continuity?

Business Continuity is a coordinated activity to enable the recovery of business systems due to a disruption. This can be achieved by restoring business operations at an alternate location, recovering business operations using alternate equipment, and/or performing some or all of the affected business processes using manual methods.

Why do I need Business Continuity?

Business Continuity is not just for large organisations. Leading analysts have hard facts that point to two out of five businesses, of all sizes, that experience a disaster go out of business within five years of the event.

Many companies believe a 'disaster' is a once in a lifetime incident. In fact, these incidents are very common with growing numbers of viruses, security breaches, software issues, hardware failures and data corruption. Thankfully, more catastrophic events such as weather-related causes, fires, power interruptions and sabotage are exceptional, but the most successful companies, small or large, prepare themselves for all potential eventualities.

Consequences of a Disaster

- * Loss of business/customers
- * Loss of credibility/goodwill
- * Cash flow problems
- * Inability to pay staff
- * Loss of production
- * Loss of operational data
- * Financial loss

90% of businesses that lose data from a disaster are forced to shut down within 2 years of the disaster. 50% of businesses experiencing a computer outage will be forced to shut within 5 years.

Source: London Chamber of Commerce

Disaster Recovery Statistics

20% of all companies will suffer fire, theft, flood or storm damage, power failures, terrorism or hardware/software disaster. Of those without a business continuity plan:

- * 43% will never re-open
- * 80% fail within 13 months
- * 53% of claimants never recoup the losses incurred by a disaster
- * Less than 50% of all organisations have a business continuity plan
- * 43% of companies that do have a business continuity plan do not test it annually.

- * 80% of companies have not developed any crisis management to provide IT coverage sufficient to keep the business functionally effective
- * 40% of companies that do have crisis management plans do not have a team dedicated to *disaster recovery*

Source: London Chamber of Commerce and Aveco

Downtime Costs

What is the cost per hour of major systems downtime at your organisation?

- * Up to £1,000 (23%)
- * £1,000 - £5,000 (16%)
- * £5,000 - £10,000 (11%)
- * £10,000 - £20,000 (7%)
- * £20,000 - £50,000 (3%)
- * Above £50,000 (15%)
- * Not sure (25%)

Source: Information Age

The Totalpost facility will be made available to clients who are unable to operate in a normal business environment or, as an alternative, Totalpost can make their sites available to support the client's operation at peak or seasonal volume times of the year.

Totalpost: Why Choose Us?

What we can do for you

Totalpost's Document Management service comprises the following:

Mail Receipt and X-ray security scanning

- * DR RTO: Make security scanning capability available to clients.
- * Totalpost will ensure that front-of-processing equipment is made available first.
- * Totalpost will log and provide secure storage area for inbound mail awaiting security scanning.
- * The Security scanning room can be isolated in the event of a suspicious package discovery, allowing any in progress work to be completed whilst investigations take place.
- * Security scanning is by X-ray (model TR 4) capable of processing at least 10,000 envelopes/items per hour and capable of detecting, as a minimum, white powder, incendiary devices and sharp hazards.
- * Courier deliveries & collections received and dispatched at least once per day on average.
- * All Totalpost equipment will be permanently located at the Warrington & Swindon sites.

Automated and manual mail opening

- * DR RTO: Make mail opening capability available to the client within an agreed time from invocation call.
- * Automated mail opening machinery: in excess of 10 mail openers, including Stielow 6004, Opex Model 50 & Stielow Sesam 3.
- * Manual mail opening operating space & tables.

Manual batching & categorising

- * DR RTO: Make mail opening operating space & tables available and provide network ports to the client within an agreed time from invocation call.
- * Provide ports to allow installation of client's PCs and connection to the network.

Scanning and indexing

- * DR RTO: Make image scanning capability available to the client within an agreed time from invocation call.
- * Image scanning machinery: Kodak i810 x 2 and network connections.
- * Provide indexing floor space, with desks and network ports.

Document Storage

- * Floor space for over 30 Yorks plus 12 UK Mail red boxes daily.

Remittance processing

- * DR RTO: Make remittance processing capability available to the client within an agreed time from invocation call, if not earlier.
- * Provide desktop remittance machines capable of processing given volumes daily and with appropriate network connections.

Fulfilment of Outbound Mail

- * DR RTO: Make outbound mail processing capability available to the client within an agreed time from invocation call, if not earlier.

Overflow and Peak Load Services

- * Totalpost can support clients at peak times of the year when their operation will not enable them to process the work within their daily timescales.
- * There are occasions within the year when seasonal volumes restrict the ability for clients to process their work within agreed timescales. Totalpost can make available their sites and equipment to assist when these occurrences take place.

CCTV & Access Control Coverage of the Sites

- * Totalpost will register and record all visitors to site and make CCTV & Access Control available to the client.
- * Provide detailed Access Control report and CCTV footage to the client within an agreed time, if not earlier.

Continuous improvement program

Totalpost are committed through their CIP (Continuous Improvement Program) to identifying improvements and will discuss with clients how these can be implemented. These initiatives will be managed through change control and form part of the review process throughout the contractual period. As part of the Continuous Improvement Program, Totalpost will assess and recommend improved solutions available in the market place.

Totalpost: Business Continuity Sites



Company Headquarters

Alston:
1 Skelgillside
Alston
Cumbria
CA9 3TR

Telephone: 01434 381182



Service Call Centre

Norwich:
Pure House
64 - 66 Westwick Street
Norwich
NR2 4SZ

Telephone: 01603 230170

Processing Sites for DR & BC

Warrington:
5 Gemini Park
Europa Boulevard
Warrington
WA5 7ZT

Telephone: 01925 242360



Processing Sites for DR & BC

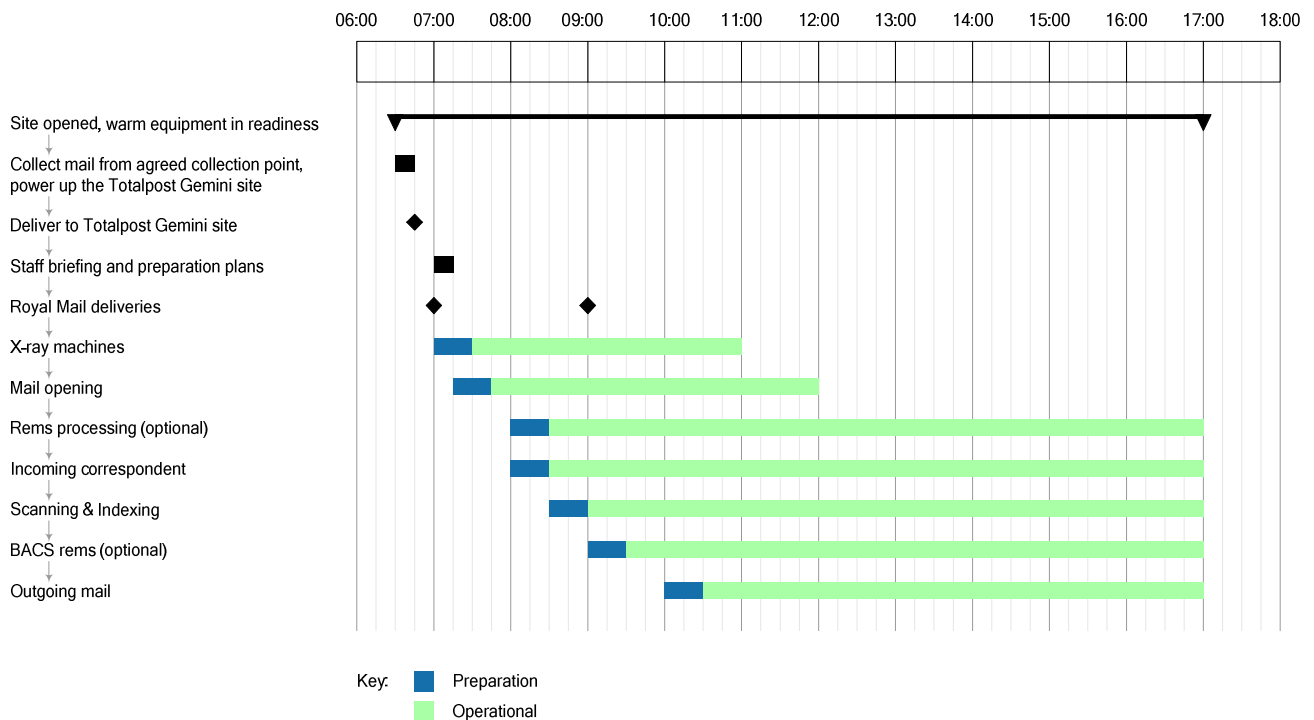
Swindon:
4 Callenders
Paddington Drive
Swindon
SN5 7YW

Telephone: 01793 886801



Totalpost: Operational Step Procedure (example)

(This is one example of what can be achieved but all contracts are negotiated individually)



Key Milestones

- (1) 12 hours from the point of discovery and go-ahead for invocation, Totalpost site will be available up to 5.00pm
- (2) Work received and commenced processing between 12 to 24 hours, even if this means processing later than the procedural chart
- (3) Full operational levels between 12 to 36 hours
- (4) Site opened from 6.30am, however, subject to when point (1) is invoked, Totalpost are prepared to open earlier and extend past the normal 5.00pm closure time

Account Management

The client and Totalpost will meet periodically as previously agreed to discuss :

- * SLA changes.
- * Change controls in progress.
- * Review of volumes & capacity.
- * Security and CCTV standards.
- * Equipment Reports.

The Account Manager will liaise with the client throughout the duration of the contract to manage and develop the relationship and the solution on an ongoing basis.

Totalpost Invocation Overview

- * Invocation Line Open Hours: 24/7.
- * Site access & prepared readiness as agreed from time of invocation notification.
- * Invocation authorisation code: memorable & unique to the client.

The client will be able to call up the Invocation Telephone numbers at any time (24/7). The call will be answered within 1 hour if not immediately. Upon receipt of call Totalpost will confirm the caller is an authorised user to invoke the service.

After authorisation, Totalpost will confirm the 'invocation clock' start time and RTO time and will contact the invoker as soon as site becomes available.

Reports

- * Totalpost will provide a daily report on volume of Royal Mail deliveries and a weekly seat occupancy report.
- * During operating hours, the Totalpost Business Recovery Manager and the client Operational Representative will meet daily on-site to review progress, unless otherwise agreed.
- * The client will be responsible for all other reports and Management Information (MI) required.

Totalpost: Why Choose Us?

Support Personnel

The Totalpost representative will open the site, power up all required equipment, make operational areas ready, activate/check CCTV & security, validate and record quantity of mail received daily and register all staff and visitor access upon site entry and exit.

Technology

Totalpost will own and maintain all hardware. (unless client PC's or other "drop in" client equipment are agreed as required on site).

Testing and Exercising

- * During each 12 month period Totalpost will allow tests for an agreed duration.

Testing will include:

- * Making initial invocation call.
- * Response timescale.
- * Delivery or diversion of in-bound\Royal mail.
- * All processing of work by client or Totalpost staff.
- * Processing of an agreed daily Volume.
- * Attendance by Engineer and Business Recovery Manager.
- * Installation of client PCs and activation of network links.
- * Document upload to client repositories from the Totalpost site.
- * Example of Management Information (MI) reporting.
- * Production of Exercise Certificate confirming the appropriate test was completed successfully.

The client can request additional test days via change control.

Systems & Standards

Totalpost has achieved the following accreditations:

- * ISO9001:2008
- * Ministry of Defence supplier approval
- * HMRC supplier approval
- * Royal Mail approval to maintain and supply franking machines
- * AWE Aldermaston supplier and security approval

These approvals ensure that our internal Company policies for Health & Safety, Risk Assessment, Security, IT, Disaster Recovery, Logistical & Project Management, and all aspects of supplier/customer contact have been fully scrutinised to the highest standards, frequent internal and external reviews are carried out and changes implemented and managed whenever necessary.

Our QA system is regularly audited in line with ISO9001 requirements (both internally and externally). We are proud to say that we have always received excellent feedback from our external auditors.

Totalpost have full contract management support with free help-desk 0800 telephone numbers (no "call centres") and an escalation procedure for any complaints and/or further technical issues.

For more information please visit Totalpost on the web at www.totalpost.com, or call +44 (0)1434 381182.

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