

Recover, backup and restore:  
Our seamless response to unplanned events



# ISO22301

## What our standards mean for you

At Virtual1, we are always primed and ready to face the challenges of the modern world.

Being ISO22301 Business Continuity certified means we have a full set of policies and procedures in place to help our teams deal with any eventualities that come our way.

Our platforms and processes are set up for us to operate as seamlessly as possible during challenging times. While the ongoing pandemic has tested our ways of working, our staff can easily work from home using mobile devices that keep them connected to teams and partners and keep the business running smoothly.

### The benefits of being ISO22301 certified:

- **Reduced disruption:** with the international best practice strategy of 'Plan, Do, Check, Act', ISO 22301 helps us minimise interference and maintain top-quality services at all times.

- **Increased responsiveness:** our crisis management systems help us quickly deal with any disruption—local or international—and rapidly restore services as required.

- **Accountability:** with defined timescales for resuming business activities, the BCMS ensures stakeholders know the level of service to expect from us following any disruption.

- **Competitive advantage:** an internationally-recognised BCMS strengthens our brand reputation and increases client confidence in our commitment to providing excellent service.

- **Continuous improvement:** with regular internal and external audits and risk assessments we can ensure we're always working to better our services while maintaining industry best practice and compliance.

- **Optimised customer service:** our tough management controls mean we maintain agreed levels of critical services and products to customers, even facing disruption.

Our Business Continuity Plan is ever-evolving and continually under review to ensure it suits our business and how we support our partners. With backing from all team members and partners, we have been able to operate with minimal disruption, and according to our certification, during these unprecedented times.

For more information about our  
Business Continuity Certification, contact:

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