

Financial Services Case Study

Battlegroundgroup.com





As a growing regional bank serving thousands of customers across multiple branches, this financial institution recognised that maintaining seamless operations—especially under disruptive scenarios—was critical to customer trust. Their leadership sought a robust system to help capture business impact data, store continuity plans, and regularly test operational resilience.

Challenge

Before engaging Battleground, the bank used manual or fragmented digital processes to create and maintain Business Impact Analyses (BIAs). Reporting lines were unclear, and staff found it cumbersome to track dependencies such as critical applications, locations, and vendor relationships.

To move beyond spreadsheets and ad-hoc planning, the bank needed a solution that would:

- Facilitate development and upkeep of BIAs and Business Continuity Plans (BCPs)
- Enable quick printing of Word documents, while maintaining live, online versions
- Provide a mobile option for real-time access and updates
- Support scenario-based simulations that test and refine critical operations

Modules Used

- Business Impact Analysis (BIA) – capturing and maintaining nine key BIAs to identify critical operations
- Plans – storing and updating BCPs for immediate access, plus Word export
- Simulations – designing and executing critical operation drills to validate and improve resilience

RESILIENCE FOR TOMORROW, TODAY.



Implementation

Battleground consultants facilitated nine BIA workshops to map out the bank's critical processes, dependencies, and applications. Through these sessions, employees gained clarity on how each business unit contributed to essential services.

Battleground then trained bank personnel to continuously update and manage BIAs within the platform. This included printing offline Word documents and using the mobile app to view or edit plans anytime.

Meanwhile, the Simulations module allowed the bank to develop and conduct realistic exercises, ensuring teams could practise responding to hypothetical outages or disruptions in a safe environment.

Results

By consolidating their BIAs and BCPs in Battleground, the regional bank achieved a more organised and proactive approach to resilience.

Executives found the Reporting and pivot-table features invaluable for quickly visualising data—helping them spot trends or gaps. Staff appreciated the ability to retrieve and amend plans on-the-go, boosting confidence and agility across the organisation.

The introduction of Simulations rounded out this strategy, giving teams a low-risk way to identify pain points and refine responses, ultimately solidifying the bank's commitment to operational continuity and elevated customer trust.

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