

# **Electrical Infrastructure Case Study**

**Battlegroundgroup.com**





As the primary manager of critical electricity assets across an entire state, this organisation supplies energy to both residential and commercial customers in large metropolitan areas and remote regions alike. Any disruption can significantly impact public services and economic activity.

Consequently, the company sought a robust, centralised platform to ensure operational continuity, streamline crisis responses, and maintain stakeholder confidence.

## Challenge

Previously, each site maintained its own continuity plans, often in paper format or scattered digital files, leading to potential gaps in coordination. Managing diverse threats—ranging from on-site incidents affecting contractors to cyber-security breaches—demanded real-time visibility and collaboration. Leadership aimed for a system that could:

- Develop and maintain consistent BIAs for various facilities and processes
- Manage, update, and activate crisis and continuity plans in one place
- Log and review all incident-related activities securely and in real time
- Conduct simulations to train staff and refine response protocols

## Modules Used

- Business Impact Analysis (BIA) – capturing critical processes, dependencies, and recovery needs for each facility
- Plans – housing and updating BCPs and crisis response checklists
- Incident Management – enabling swift incident activation, real-time logging, and team coordination
- Simulations – delivering realistic exercises to test crisis readiness

RESILIENCE FOR TOMORROW, TODAY.



## Implementation

The organisation partnered with Battleground to unify all business continuity needs in a single platform. Their BIAs were centralised in the BIA module, automatically populating paper-based plans that also live in the Plans module for easy real-time updates.

Once an incident arises—such as a contractor injury or a cyber threat—the Incident Management module activates team alerts and auto-conference calls, ensuring swift alignment among stakeholders.

Meanwhile, structured Simulations have become a routine practice, allowing crisis teams and field personnel to rehearse scenario-specific checklists and refine best practices before real crises occur.

## Results

By digitising and centralising continuity planning and incident response, the provider saw a marked improvement in both speed and consistency of action. Leadership can now track all incident activity via a secure, non-editable log—ideal for compliance and post-incident reviews. This holistic approach has proven effective for everything from localised infrastructure outages to contractor emergencies.

In short, the organisation's collaboration with Battleground strengthens resilience and bolsters confidence among regulators, partners, and the public.

## Testimony

"The easy-to-use and intuitive software enables us to quickly capture required data, run reports, and send out continuity plans from a single interface. Coupled with the mobile app, we have a robust and user-centric system that our teams love."

— Group Executive, Corporate Services

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