

Intermodal Operator Case Study

Battlegroundgroup.com





Driving Resilience Through Integrated Risk and Continuity: A Intermodal Operator's Battleground Journey

Background

As a major intermodal operator responsible for connecting road, rail, and shipping networks across multiple regions, this organisation faces a diverse risk environment—from operational hazards and supplier dependencies to geopolitical factors and shifting economic conditions. Leadership recognised that siloed spreadsheets and scattered risk registers left them vulnerable to disruptions and sought a modern, unified system to manage risk, controls, and business continuity.

Challenge

Previously, each department managed its own risks and continuity plans with limited central oversight. Executives lacked a clear line of sight into how controls aligned with identified risks, and there was no straightforward way to generate dashboards or summaries for high-level decision-making. The operator needed a platform that would:

- Centralise risk data and incorporate AI-driven insights
- Map controls effectively, ensuring accountability and tracking effectiveness
- Develop Business Impact Analyses (BIAs) for various business units, feeding into a consolidated BCP
- Provide meaningful reporting to executives for real-time situational awareness

Modules Used

- Risk – capturing risks in a single register, leveraging RAiDAR AI for automated descriptions and management plan suggestions
- Controls – linking each risk with its respective controls, measuring and monitoring effectiveness
- Business Impact Analysis (BIA) – developing 10 BIAs for key business units, all rolling into one BCP template

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Implementation

By integrating the Risk module, the operator established a robust register that uses RAiDAR AI to generate consistent, informed risk descriptions and propose potential response plans.

The Controls module then helped define, assign, and track the effectiveness of each control, offering clear visibility into which measures were critical for mitigating certain risks.

Meanwhile, the BIA module facilitated the development of 10 distinct BIAs—each tailored to a specific business area—automatically populating a central Business Continuity Plan.

Additionally, the built-in Reporting features allowed executives to quickly filter and pivot data, identifying trends or vulnerabilities across the entire operation.

Results

With Battleground, the national intermodal operator now enjoys a streamlined view of its risk landscape. RAiDAR AI saves time in describing and categorising new risks, ensuring consistent quality and detail across teams. Controls are more transparent, with managers easily updating and reviewing their status.

By unifying BIAs into a single BCP, the operator removed redundancies and simplified continuity planning for critical transport hubs. Executives applaud the reporting capabilities, which deliver real-time insights they can act on—helping them make proactive decisions to keep freight, logistics, and supply chains flowing smoothly, no matter the challenges ahead.

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