



Disaster Recovery Diagnostic

Evaluation of your recovery plan to assure business continuity

This **Amtech Marketing** consulting service is designed to analyze the strengths and vulnerabilities of your call center relative to the ability to recover from a catastrophic disaster. The Diagnostic includes an evaluation of system vulnerabilities, processes recovery issues and personnel contingency plans.

Amtech's **Disaster Recovery Diagnostic** service will help you to:

- Identify how and where business continuity may be compromised in your call center.
- Identify action items and resources to address vulnerabilities.
- Assure business continuity through a comprehensive Disaster Recovery Action Plan for Change.

Your Diagnostic will include:

Vulnerability Diagnostic:

Technology Recovery Analysis – technology needing a recovery plan versus what's included in the current Disaster Recovery Plan

Process Recovery Analysis – processes needing a recovery plan versus what's included in the current Disaster Recovery Plan

People Recovery Analysis – staffing that requires a contingency plan versus what's included in the current Disaster Recovery Plan

Business Impact Elasticity Analysis – tolerance for short or long recovery time for each disaster recovery component.

Security Analysis – (optional) – safety of the call center personnel and/or security of the IT and telecom systems.

Action Plan:

The result of the Diagnostic is a definitive Action Plan for Change that documents the specific steps to take to enhance your Disaster Recovery Plan.

Action Plan Workshop:

This ½ – 1 day workshop is designed to analyze the Disaster Recovery Action Plan and gain consensus from your management team regarding the changes that will work best for your organization.

Change Management:

Your lead Amtech consultant will meet with your Diagnostic Team by phone at least once a month over the 12 months following the completion of the Diagnostic to assure effective implementation of the Action Plan. The objective is to hold your team accountable and provide change management consulting to overcome any roadblocks that might impede the implementation of the Action Items.



Call on Amtech Marketing to enhance your Disaster Recovery Plan.

Call today: 888-546-4844

303-814-1379

www.amtechmarketing.com