

**Client Stories**  
**Emergency Planning Solutions Ltd**

**Account NI**

Account NI processes all purchase orders and invoices for all Northern Ireland (NI) Civil Service Departments. Previously, businesses providing goods and services to the NI Civil Service had to deal with financial systems that varied across the different departments. Now, Account NI provides one streamlined service from purchasing through to payment of invoice.

A high degree of reliance is placed upon Account NI by Government Departments and commercial businesses in relation to the processing of payments. When it comes to ensuring payment targets are met and cash flows maintained, often vital for SMEs, it is important that Account NI is able to provide its services in all circumstances. As a result Account NI had embarked upon the development of a business continuity capability and had conducted a significant amount of planning on its initial creation.

In June 2009 Account NI decided, given the high degree of change they were experiencing as the final Departments migrated to them, that it would be beneficial to undertake a gap analysis of their business continuity capability. They were keen to identify how this capability could be enhanced in line with the British Standard (BS25999) and to provide training and exercise opportunities for staff. For this purpose Account NI engaged EPS to support their continuity development programme.

EPS undertook an in depth gap analysis of the existing business continuity management capability against the requirements of BS 25999. This gap analysis was used to inform the conduct of a strategic business impact analysis, the development of plans and the conduct of recovery strategy development workshops. Finally EPS helped Account NI design and deliver an exercise, which included the engagement of external suppliers, and that successfully validated the newly developed capabilities.