

WWISE is a firm specialising consultancy, auditing, training, implementation, maintenance and integration services globally, assisting clients in becoming ISO compliant.

## ISSUES BEFORE CERTIFICATION

- Poor planning, role confusion and too much dependence on one manager.
- Dependence on one person causing insecurities with the team.
- Limited ICT processes and action plans in place for disaster recovery, back-ups, cyber attacks.
- Little to no documented processes for crisis management.
- Policies and controls relating to working from home during the COVID-19 Pandemic not properly documented or defined.
- Lack of skills development and succession planning.
- Undocumented travel safety plans for top management.

## THE BENEFITS AFTER CERTIFICATION



Clear understanding of roles, responsibilities and segregation of duties through a defined Business Continuity Plan.

Tools such as Yammer, SharePoint, Microsoft Teams, Visio and Power BI introduced for effective communication.

Assurance on backups, with restoration exercises on applications storing information.

A well-defined Business Impact Analysis linked to an Application and Network Architecture.

Moving from an on-premises server to cloud based Microsoft Azure and Office 365 solutions.

Travel policies and processes for directors to avoid travelling together and on separate flights and to mitigate risk.

Development of succession plans, reviewing of insurance policies and the future of the business with structure for potential CEO candidates.

Direct replication and disaster recovery plans and tests to validate the objectives related to Recovery Point Objectives (RPO), Recovery Time Objective (RTO), Mean Time to Respond (MTR) and Service Delivery.

Review of emergency response plans with simulation exercises, working from home, secondary site and network connectivity.

Consideration of cloud- based applications and remote working policies, procedures and productivity-based tools.

Detailed succession and training plans with a mentorship programme for all employees, presenting an opportunity for growth.

Clear understanding of working hours, responsibilities, connectivity and daily tasks when working from home is understood by all employees.

## RESULTS (2017–2020):

**65%**

Improvement with regards to work from home productivity.

**18%**

Reduction in staff turnover due to better growth opportunities.

**95%**

Satisfaction of staff regarding back-ups and how to handle a crisis.

**28%**

Increased revenue from new international business (Australia).

## WE CAN DO THIS FOR YOUR BUSINESS TOO

World Wide Industrial & Systems Engineers (WWISE) is a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training and auditing. Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of client companies.

**We Are The ISO Specialists**

WWISE IS ACCREDITED BY, CERTIFIED WITH, MEMBERS OF AND PARTNERED WITH:



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