

Business Continuity and Supply Chain Services

Helping you build resilience and minimize
the impact of a crisis or disruption



More companies are facing turbulent conditions like raw material shortages, natural catastrophes, cyberattacks and geopolitical threats. That's why business continuity is mission-critical to helping companies mitigate revenue losses, avert reputational damage and meet customer expectations.

Zurich Resilience Solutions (ZRS) can help. Our business resilience specialists help companies understand these risks and support their business resilience journey at their pace, with a customized, holistic approach.

And our services are backed by an insurance leader that's been helping companies mitigate emerging risks for 150 years.

Our Business Continuity and Supply Chain services include:

- Baseline health checks and threat assessments
- Business continuity and supply chain Business Impact Analyses
- Guidance on where to focus resources and risk management budget
- Development of strategies to help mitigate and react to risks
- Development of Business Continuity Plans
- Workshops, training and plan testing
- Strategies to help ensure insurance optimum insurance coverage, capacities and market positioning
- Leading digital tools

Case Study 1: A large pharmaceutical company

Challenge: To identify and quantify risks, and help ensure its insurance coverages were adequate, this company wanted a Business Impact Analysis (BIA) for a critical location with interdependencies related to blood-testing kits and associated devices.

Actions: ZRS conducted a full BIA, including global interdependencies, for testing kits made at a North America site as well as the devices that analyze them, produced at two European sites. (Customers cannot use devices without test kits and would buy competitor options.)

Results: The BIA provided data indicating that the company's insurance program should be adequate, and it helped the risk management team identify opportunities to help reduce risk. In addition, they decided to increase production capacity and inventories of test kits and implement other recommendations to reduce their Interdependency Business Interruption (IBI) and Supply Chain Interruption (SBI) risk.

Case Study 2: Large restaurant chain

Challenge: A California-based franchise recognized earthquakes as a risk and wanted a business continuity testing strategy.

Actions: ZRS designed and executed an earthquake event tabletop test at the company's California headquarters. The test included a realistic scenario involving all its restaurants and supporting distribution warehouses. ZRS also provided catastrophe-related infrastructure outage details and implications using a state-of-the-art digital tool.

Results: The company identified significant Business Continuity Plan gaps and improvements. It also requested additional infrastructure outage data to use in its upcoming insurance submission, which provided additional coverage options.

Case Study 3: Snack food producer

Challenge: The company did not have a Business Continuity Plan and recognized it as an operational need.

Actions: To help ensure an effective plan could be developed, ZRS proposed first conducting a BIA workshop to better understand risks related to the company's supply chain and production process.

Results: Following the workshop, the company developed a holistic Business Continuity Plan, which included testing and training personnel on business continuity management.

Case Study 4: Large medical manufacturing and supply corporation

Challenge: A medical corporation requested a BIA for several of its key locations, including numerous interdependencies to identify and quantify risks and identify opportunities for improvement.

Actions: ZRS conducted a full BIA including global interdependencies for surgical kits containing sterilization and adult incontinence products.

Results: The BIA data provided the company's risk management team with additional insight about the risks and how to help mitigate them. It also supported efforts to strengthen business and supply chain resiliency.

Case Study 5: Livestock feed provider

Challenge: Based on findings from property insurance reports, the company's block feed division identified the need for business continuity plans to help mitigate risk across for multiple locations.

Actions: ZRS conducted an assessment and developed Business Continuity Plans for seven plants, as well as a corporate business continuity plan. ZRS also provided training to help enable the customer to implement Business Continuity plans for their other company divisions.

Results: The company is implementing ZRS-recommended solutions and has requested additional ZRS project support.

Contact us:

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