

VM3COP60.04 Viamed Disaster Planning

Total office/warehouse wipe out plan.

Objectives:

- Relocate Offices
- Relocate Warehouse

- Restock Warehouses
- Office functionality

- Computer systems warehouse
- Computer Systems Offices

- Financial Systems

Responsibilitys

- Find new Offices / redirect telephone systems : Helen Lamb
- Find new Warehouse / redirect telephone systems : Helen Lamb

- Restock Warehouse requirements and supplier notifications : Steve Nixon

- Office functionality: Derek Lamb.

- Computer Systems Warehouse / Offices : Derek Lamb.

- Financial Systems/Planning Helen Lamb / Derek Lamb.

- Insurance Claims Derek Lamb / Helen Lamb.

Conclusions:

Viamed computer system backups can be installed complete and fully working

Opera / Goldmine, within 2 Hours on any basic Laptop
Intrastats within 2-4 Hours on and High spec PC,

Email communications will be uninterrupted

Office / staff relocation can be operational in the Time to visit PC world and back + 4 Hours

Once computer systems are backup and running process of restocking can begin.
Depending on suppliers restocking times may vary,
All backlog orders can be informed within 1-2 Days of computer system being activated so
customers can then decide to wait on Viamed restocking or obtain goods from alternative suppliers
as per there own disaster plans.

Update October 2020

In light of the Covid 19, and the working from home.

Opera and Goldmine are now only used for historic purposes. The rest of the system is intrastats and Xero (Xero the replacement for Opera). All work 100% within a web browser.

Moving operations from being Office based to home based with minimal staff in the office has proved to be effective.

Operations have continued as normal with the exception of Phone calls.

The weak link in the system Telephones. Customer have on the whole been happy with email / call back communications. We are investing in a new web browser based telecommunications system.