

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.

Update October 2021,

New phone system has been implemented and staff trained,

While it has its issues on occasion its working as intended.

New Additional Backup system of Intrastats has also been implemented. And it always live and in a different physical location to the main Intrastats.

*note its brought upto date automatically once per day.