Business Continuity Plan (BCP)
pCube Software Solution

1. Introduction

The Business Continuity Plan (BCP) for pCube Software Solution ensures that our business operations can continue efficiently in case of unforeseen disruptions such as natural disasters, cyber-attacks, technical failures, or pandemics. This plan outlines strategies for risk management, crisis response, and recovery to minimize operational downtime.

2. Objectives

- Ensure minimal disruption to business operations.

- Provide clear roles and responsibilities in case of a crisis.

- Protect sensitive data and IT infrastructure.

- Maintain communication with stakeholders.

- Resume normal operations as quickly as possible.

3. Risk Assessment

Potential risks include:

- **Cybersecurity Threats:** Data breaches, hacking attempts, malware attacks.

- **Natural Disasters:** Earthquakes, floods, fire, extreme weather conditions.

- **Power & Network Failures:** ISP outages, data center disruptions, server failures.

- **Human Resource Disruptions:** Key personnel unavailability, pandemics, strikes.

- **Third-Party Service Disruptions:** Vendor failures, supply chain issues.

4. Business Impact Analysis

Critical Functions:

- Software Development & Delivery

- Client Support & Technical Assistance

- Data & Network Security

- IT Infrastructure Management

- Financial Transactions & Billing

Recovery Time Objectives (RTO):

- **Immediate Recovery (0-2 hours):** Data security measures, power backup solutions, communication with employees and clients.

- **Short-Term Recovery (2-24 hours):** IT systems restoration, deployment of backup resources.

- **Long-Term Recovery (24 hours - 7 days):** Full operational restoration, investigation, and mitigation of future risks.

5. Response & Recovery Strategies

A. IT Infrastructure & Cybersecurity

- Regular data backups stored in a secure cloud and off-site servers.

- Firewall, antivirus, and multi-factor authentication for cybersecurity.

- Disaster recovery servers for critical software applications.

B. Communication Plan

- Emergency contact list for key personnel, clients, and stakeholders.

- Alternative communication channels (emails, WhatsApp groups, emergency numbers).

- Crisis management team to coordinate responses.

C. Remote Work Plan

- VPN access for employees to work remotely.

- Cloud-based project management and collaboration tools.

- Secure access protocols for sensitive data.

D. Employee & Client Support

- Employee training on emergency procedures.

- Regular client updates on operational status.

- Dedicated support channels for business continuity assistance.

6. Testing & Maintenance

- Regular testing of backup and recovery procedures.

- Annual review and update of the BCP document.

- Employee training and mock drills to ensure preparedness.

7. Contact Details

(Refer to https://pcubeweb.com/detail/258276/contact-us for official contact details.)

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8. Conclusion

The implementation of this BCP ensures pCube Software Solution remains resilient against disruptions, ensuring uninterrupted service to clients and protecting business interests. Regular reviews and updates will strengthen our preparedness for any contingencies.

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