

## **Bankhaus August Lenz & Co AG, Munich**

### **IBM ensures availability to customers in cases of emergency**

**Bomb threats, a gas leak – these types of potential catastrophes result in immediate clearance of the buildings concerned. This may lead to a situation in which companies have no contact with their customers for some time. Bankhaus August Lenz sought a solution that, with system support, guarantees staff availability for end consumers within a set period of time.**

In the framework of the IBM Services program, FRITZ & MACZIOL supported the private bank during implementation of the IBM GTS Service Offerings Business Continuity and Resiliency Services (BCRS) together with the Workplace Recovery module. A contract including a service level is signed in accordance with requirements. In the case of the Munich bank this meant that in an emergency situation, the bank's work station activities would be copied at IBM in Mainz within a specified timeframe. This would be done while staff members of the bank are on their way to IBM.

Once the specified time has passed, they can resume their work there. Office space and furniture, as well as all necessary resources such as telephones, systems etc. will be at the bank staff's disposal. IBM BCRS Service will keep the required redundant infrastructure available for Bankhaus August Lenz so that in an emergency, operational customer business may be conducted from this provisional location.

#### **Information**

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