



Security uninterrupted

Leading in the effort to achieve Business Continuity Management (BCM) preparedness in the security systems integrator industry, IPS Securex Pte Ltd is one of the first to obtain BCM certification in the Singapore BCM Standard SS540:2008 and the British Standard BS25999.

IPS Securex Pte Ltd is a company that knows about security. As one of the leading security system integrators in Southeast Asia, it helps its customers put together multi-million dollar systems to meet their sophisticated security requirements.

As much as it works to safeguard its clients' security needs, IPS Securex is also mindful of keeping its own internal systems secure and crisis resilient – which is why it took steps to achieve dual Business Continuity Management (BCM) certification in the Singapore BCM Standard SS540:2008 and the British Standard BS25999. The dual certification will give the company a leg up in terms of international recognition and credibility. As Managing Director Mr Richard Stuart (above) says, "With more than 50% of our sales done outside of Singapore, being the first in the industry to achieve this dual certification on the international level provides us with a competitive advantage, especially in parts of the world where the importance of business continuity is well-recognised."

Mr Stuart believes it is very important for companies in his industry to establish BCM and be certified. "In times of national crisis," he points out, "the requirements for any security system to be fully operational are even

more critical. The measures implemented to BCM certification standards help us prepare for such times."

One key measure that IPS Securex has put in place as part of its preparedness plan is setting up a satellite office with a backup server and spare parts storage facilities. This is to ensure that in the event that its main office cannot be accessed, it could still operate from its satellite location.

At BCM training sessions, staff from the whole company came together to talk about their respective roles and responsibilities. This helped to create synergy within the company. The more experienced staff also shared on how to handle unexpected incidents before they became more serious. "It was a really good opportunity for all the staff to sit down together, share information and understand internal work flow," he says.

One immediate improvement Mr Stuart has seen is how employees now protect company data more conscientiously by doing data backups more often. "Before, many of our staff were not doing this as they did not recognise the value of it," says Mr Stuart. "But in the training sessions, after they heard about how other staff had lost data or emails, they realised that something like that could really happen. Now, the adherence to our data protection policies has definitely improved."

Mr Stuart notes that customer feedback regarding IPS Securex obtaining BCM certification has been very positive. "Our major customers recognise the importance of their key vendors having business continuity plans," he says, "and the certification gives them added confidence that not only do we have plans, but the plans are also regularly tested, audited and updated to ensure they remain current and effective."

