

News

They help you work during disasters

Shivani Shinde, Mumbai April 16, 2009, 0:55 IST

Kalpesh Shah (name changed), the managing director of a mutual fund organisation at Nariman Point-Mumbai, says he continued working during the Mumbai terror attacks which took place last December. This despite the fact that Nariman Point was cordoned off for a few days. Shah attributes this to his company's 'workplace recovery strategy', wherein the core team was able to operate from a different location.

The principal function of a commercial workplace recovery service is to provide an alternate processing site in the event of equipment or infrastructure failures. The staff of a call centre or back office processing company, for instance, can be shifted to an alternate site and be fully functional within 3–4 hours with minimal disruptions to the business processing at hand.