



Our Service Terms & FAQ

'Essentials You Need to Know'

How Our Service Works

Setting expectation is important, after all, its your business which is at stake.

That's why our clients understand that our service isn't a substitute for highly resilient, tested, contract-based continuity services. So what is it you might ask?

We provide a cost effective solution for SMEs around the UK, who are unable to justify the higher costs involved with some business continuity solutions. The trade off being recovery takes a bit longer and your company or insurer will need to pay any recovery costs, but only if something goes wrong – simple.

For those that do need faster recovery, due to high impact, reputational or regulatory issues, we can help there too, but its all about taking a reasonable approach to what works for you and your budget.

Our aim is to 'prepare' you as much as possible before anything happens with our resources whilst working with you to facilitate the very best 'response' or recovery options with members of our extensive network which covers most of the UK mainland.

Take a moment to read this 'Service Terms & FAQ' and if you think it sounds reasonable and right for your company then our small print won't be a problem.

Our Expectation of You

To ensure your recovery goes smoothly, here are a few things you should put in place

- To ensure you have adequate insurance cover for risks facing your business and which may be called upon for our services, e.g. Additional Cost of Working, Business interruption, IT or Cyber Risks
- Completion of checklist items, tasks and continuity plan template or software
- Full, off-site data & system backups
- Nominate a suitable continuity sponsor
- Conduct a risk assessment and minimise as many risks as possible
- Make timely decisions and agree terms regarding the choice of recovery options presented 'post incident'.

Who Is The Service For?

- Easy Continuity is perfect for office based businesses, such as solicitors, accountants, insurers, brokers, but can be used for any company with support functions, such as finance, HR, sales & marketing, customer service or contact centres, which are essential to support core business operations.

Frequently Asked Questions >>>

How can we make our service so affordable?

Business continuity is usually more expensive, due to the upfront cost of recovery contracts, testing and resilience around systems and data.

Our service is all about providing the services & resources you need at the time you need them, as long as you plan ahead with our checklist and are happy to recover within 1-2 days, then we give you another option.

Is Easy Continuity a service or policy?

We provide a 'post incident' service, not a policy.

Who pays for the service and when can I use it?

All costs must be covered by the client, either directly or as part of their insurance cover e.g. under business interruption – which is why working in conjunction with partners, we are able to ensure clients get the right response.

If you need the service and happy to pay the costs or that you're covered by your insurer, then there's no problem in contacting us.

Where is my nearest recovery facility or office?

Our network has a core backbone of continuity providers, managed offices, and IT specialists, which is improving all the time, which is why we assess each incident at the time to ensure the best choice of recovery options. Most services & facilities will be within 30-60 minutes – but often much less.

We currently support the majority of mainland UK, (Scotland, Wales & England only). Ireland is not covered at this present time.

Some Service Essentials

- Our service operates within normal business hours (9am-5.30pm Mon-Fri), not including weekends or public holidays. If you need something more, then come and talk to us.
- Post incident, we will act upon the information provided to facilitate several recovery options for you. This is usually within 2hrs, but can take up to 4hrs for some providers to confirm availability.
- Minimum sign up is one year.



“Protecting small business”

Quality as Standard

Our service is simply amazing value for money.

- Scaled cover from 10 to 50 staff
- Sets the foundation for continuity with our checklist, in order to cover off 'pre-incident' actions
- Choice of business continuity plan template or software
- Keep continuity documents in cloud storage and access them via your smart phone, tablet or PC
- Leading payment gateways via account or credit/debit card

Service Feature	Prepare	Response Plus
Number of Office Staff Covered	✗	From 10-50
Office Space & Recovery Options	✗	Options In 2-4Hrs
Business Recovery Expectation ¹	✗	24-36hrs
Office Services, (Internet, Telephony, Rooms) ²	✗	✓
Fire, Flood & Building Restoration Assistance	✗	✓
24/7 Incident Line & 'Ask An Expert' Support	✗	✓
Facilitated Access to UK Continuity Network	✗	✓
BCMS ³ , Policy & Risk Register	✗	✓
Business Continuity Checklist	✓	✓
Business Continuity Plan (Template)	✓	✓
Insurance Backed Continuity Software	✓	✓
Pricing (Normal Retail)	Free	From £.££ Per Month

¹ Indicative timeframe only - May vary based on incident factors e.g. recovery option chosen
² Some office services may vary - Other options will be presented where possible. IT hardware may need to be provided separately if continuity facility not available or selected.
³ BCMS - Business Continuity Management System - Baseline framework for developing a complete, all stages continuity project.