

FINAL APPROVED

BARCHESTER HEALTHCARE STEPS UP DISASTER RECOVERY STRATEGY WITH BACK-UP SERVICE FROM BACSCONTINGENCY.COM

- Barchester Healthcare says that a BACS contingency service is one of the most affordable elements of a disaster recovery strategy -

Barchester Healthcare, one of the UK's most respected care home companies, has signed a contract with BACSc contingency.com for the provision of a back-up service in the event of a failure of its BACS payment system. Offering high quality care to over 10,000 residents and employing over 14,000 members of staff, financial contingency planning is of paramount importance to the organisation.

Founded in 1993 in Gloucestershire, Barchester Healthcare now runs over 170 care homes throughout the UK. Its reputation and success is built upon a clearly defined mission that includes developing the quality of its services for the benefit of its residents, relatives and staff. The industry's regulators, The Commission of Social Care Inspection, rates Barchester higher than the industry average, and in 2006 The Sunday Times named it the second best big company to work for in the UK, as voted by staff members.

The company is heavily reliant on access to Bacstel-IP for the payment of staff and suppliers and the collection of 1,500 private residents' fees via direct debit. Calum MacLeod, IT Director at Barchester Healthcare, explains the significance of this. "We have already made payments to over 23,000 suppliers in 2008, the timing of which could affect the continued supply of their services, including such vital resources as electricity."

MacLeod continues, "More critically, over 7,000 members of staff are paid on the same day every month. If we experienced a fault in the payroll system that prevented payment on that day, a large number of our staff would be directly affected and this is a scenario we did not wish to contemplate. We needed to insure ourselves against this possibility and BACSc contingency.com offered an ideal and highly affordable solution."

The key business application servers which administer the whole of the company are located on one site to which every home is connected via ADSL. All of the processing is

FINAL APPROVED

managed here which makes this data centre critical to the company in terms of business continuity.

Barchester Healthcare has never missed a payroll date in the ten years that MacLeod has worked for the company, which he puts down to a fully developed business continuity plan. MacLeod explains, "We strive to prepare for every eventuality. We have multiple PCs operating in the central administration centre and three ISP connections that we allocate on a round-robin basis. We also have a standby site in London in case of an emergency. However, the strength of any chain is ultimately determined by its weakest link, and we were still experiencing internet downtime which left us facing risks."

MacLeod approached BACScontingency.com which has filled a gap in the company's business continuity plans with a reliable and highly affordable solution. MacLeod says, "In the event of our BACS system failing us, we know that BACScontingency.com can process the bank transmissions on our behalf. We have not had to rely on the service yet; however, this gives us enormous peace of mind and safeguards the quality of our services and the continued operation of the business."

MacLeod concludes, "It was an easy decision for us to set up a BACS contingency service. It is the best value for money that we can get in terms of disaster recovery, giving us the highest return for our investment of all of our business continuity strategies. I believe that any business with a sizeable payroll and a reasonable number of suppliers should consider building this into their BACS system as a matter of necessity."

ENDS