



# Business Continuity Management at Vodafone

Vodafone underscores responsible operational risk management with certification of its Business Continuity Management system according to ISO 22301.

As a provider for millions of customers using mobile cellular and fixed-line telephone technologies, Vodafone depends on its ability to act quickly in any event of a breakdown. Vodafone D2 GmbH had its Business Continuity Management (BCM) system certified to ensure their preparedness to restore interrupted service and strengthen their brand.

Business Continuity Management certification according to the BS 25999 standard provides assurance that in the event of a failure, the system, and in particular the most important processes, are quickly restarted to ensure no or only minimal effects on the operation and business of the company.

## Facts and figures

Client	Vodafone D2 Ltd.
Location	Düsseldorf, Germany
Services and support	Business Continuity Management (BCM) Certification
Rules, standards	BS 25999

## INITIAL SITUATION AND REQUIREMENTS

Because they rely on internal BCM systems themselves, large corporations and public contracting bodies are particularly demanding when it comes to coherent business continuity management among their partners. They also require that any external service infrastructure being provided is reliable and secure.

Vodafone wanted to confirm the effectiveness of their system with independent, neutral third-party certification. In addition, the company was looking to not only maintain its BCM quality level but also to continuously improve it.

*„The certificate is important for many tenders, because it proves reliability and strengthens customer confidence“.*  
(Ingo Geisler, Head of Business Continuity, Corporate Security at Vodafone D2)

## SOLUTIONS, RESULTS

*Within the framework of annual audits, Vodafone is repeatedly given the opportunity to identify and leverage improvement potential.*

*„TÜV Rheinland auditors have extensive experience and have always been able to precisely determine the maturity level of our system. At TÜV Rheinland, we employ a service reputable provider with a positive external image.“* (Ingo Geisler, Head of Business Continuity, Corporate Security at Vodafone D2)

### ADVANTAGES FOR THE CUSTOMER

- Certified Business Continuity concept for serious disruptions
- Increased trust in your brand
- Competitive advantage in tenders

### DID YOU KNOW?

Companies are increasingly choosing certification according to ISO 22301. In addition to Vodafone, TÜV Rheinland Cert GmbH has successfully certified the Business Continuity Management System of Huawei and DZ BANK. The **ISO 27001** standard also requires a BCM. Over 500 companies have been successfully certified according to the standard by us.

## ABOUT TÜV RHEINLAND

TÜV Rheinland is a global leader in independent inspection services, founded nearly 150 years ago. The group maintains a worldwide presence of more than 20,000 people; annual turnover is EUR 2 billion. The independent experts stand for quality and safety for people, technology and the environment in nearly all aspects of life. TÜV Rheinland inspects technical equipment, products and services, oversees projects, and helps to shape processes and information security for companies. Its experts train people in a wide range of careers and industries. To this end, TÜV Rheinland employs a global network of approved labs, testing and education centers. Since 2006, TÜV Rheinland has been a member of the United Nations Global Compact to promote sustainability and combat corruption.

TÜV Rheinland Cert GmbH  
Am Grauen Stein  
51105 Cologne  
Germany  
Phone: 0800-888 2378  
Fax: 0800-888 3296  
tuvcert@de.tuv.com  
www.tuv.com/en/bcm