



## Resilience advisory services

Making organisations resilient by  
design

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## Pervasive nature of disruptions

As the operating landscape continues to evolve along a rapid trajectory, disruptive threats are no longer confined to localised events. Crises of today and the foreseeable future will arguably emerge from avenues beyond perceivable control.



Global pandemic



Supply chain outages



Persistent cyber attacks



Geo-political activities



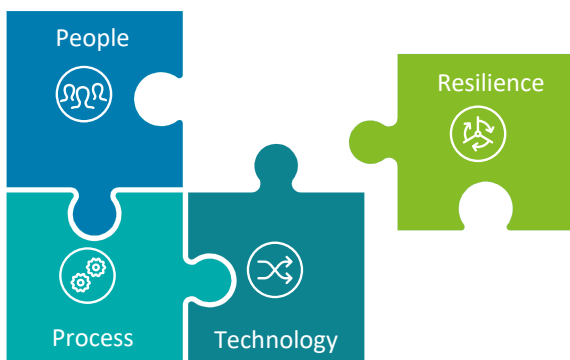
Public utility outage

## Building a resilient foundation

Organisations have traditionally viewed resilience as an after thought; an investment with no tangible returns. However, events of the recent past, including a global pandemic, have underscored the importance of elevating and embedding resilience as a non-negotiable building block of every organisation regardless of its size, scale, and complexity.

While traditional operating models continue to serve as a foundation, novel models keep emerging, further encouraging advancement and increased use of digital technology, interconnected supply chains, and automation. This evolution necessitates a transformational shift in the way plans are made to make an organisation resilient.

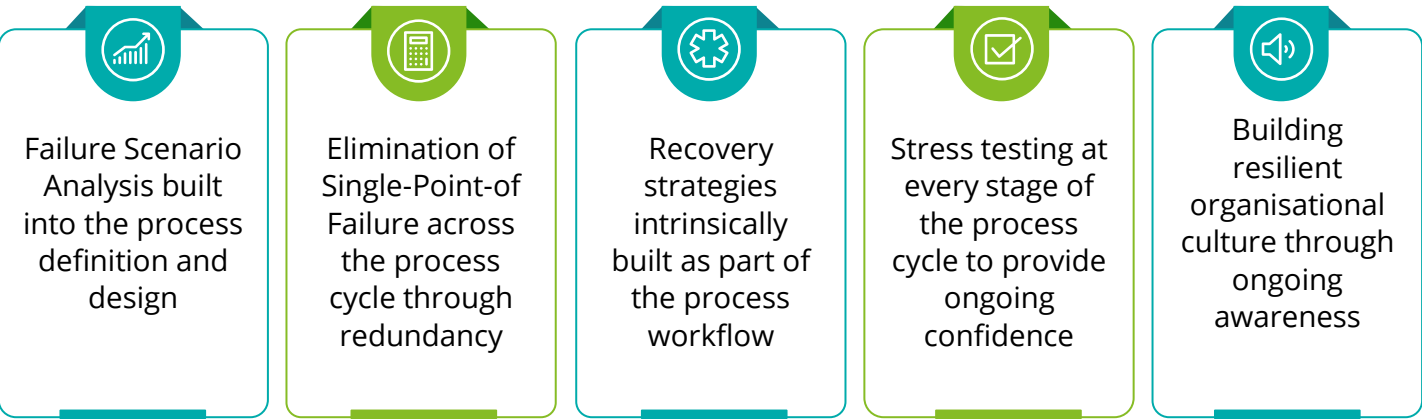
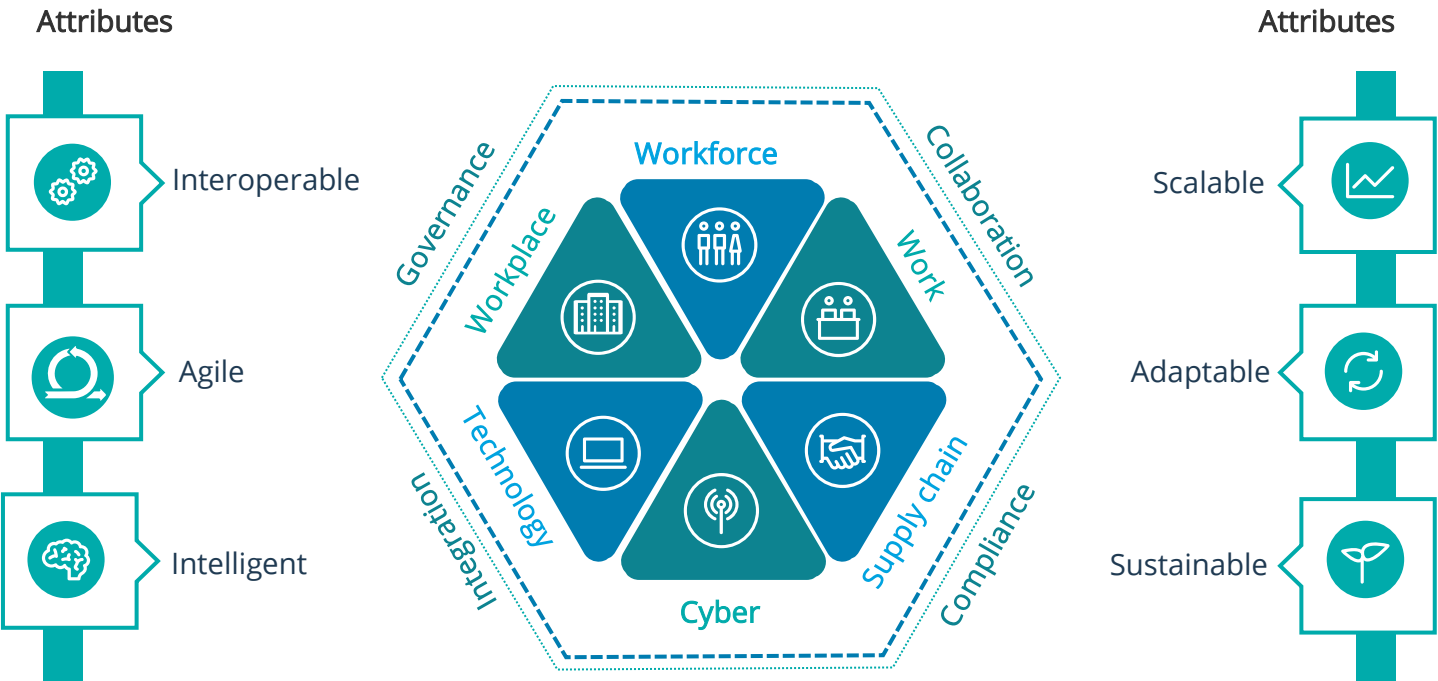
### Traditional bolt-on approach



Resilience can no longer be looked at as a 'Plan B'. Resilience must be an integral part of the organisational DNA.

# Resilience-by-Design

The Resilience-by-Design philosophy focusses on the build-in as opposed to the bolt-on approach to resilience planning. The philosophy advocates the integration of resilience as an intrinsic part of the business operating model, and seeks to build resilience within each of the key areas of the enterprise- workforce and leadership, business operations, technology, facilities, supply chain, and customers.





## Use cases of resilience advisory services



### Framework design

Identifying resilience as a key strategic initiative is the start of the resilience journey. Resilience must be designed diligently covering all facets of the organisation. A piecemeal approach usually leaves organisations susceptible and unprepared for complex crises.

#### How can we help?

- Impact assessment and Single Point of Failure analysis across work, workforce, workplace, and enabling services
- Enterprise resilience framework based on Resilience-by-Design model
- Integration of resilience with risk and security management frameworks

### Resilience uplift



Strategic objectives, operating models, as well as threat landscapes constantly evolve necessitating the alignment and upliftment of resilience strategies. Resilience must be re-imagined to ensure its relevance and effectiveness. It is also imperative to embed learnings and good practices.

#### How can we help?

- Resilience lab to comprehend and establish resilience apprehensions and expectations
- Maturity assessment using Deloitte's Capability Assessment model\*
- Enhancement of existing crisis and resilience program



### Resilience operations

Embedded resilience programs are increasingly becoming intrinsic to organisational strategy. Effective operations and maintenance is imperative, and leveraging digital tools ensures enhancement of management and response capabilities.

#### How can we help?

- Embedded operations management of crisis and resilience programs augmenting response capabilities
- Risk sensing, incident management, and crisis orchestration
- Digitalisation of areas that can further enhance the resilience capabilities



# Benefits



Enhanced level of crisis and continuity preparedness



Holistic coverage ensuring multi-dimensional resilience



Implementation enabled through digital tools and platforms

Framework aligned to international standards



Close integration with related risk and security frameworks



## Connect with us



### Rohit Mahajan

President - Risk Advisory  
Deloitte India  
[rmahajan@deloitte.com](mailto:rmahajan@deloitte.com)



### Vishal Jain

Partner, Risk Advisory  
Deloitte India  
[jainvishal@deloitte.com](mailto:jainvishal@deloitte.com)

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