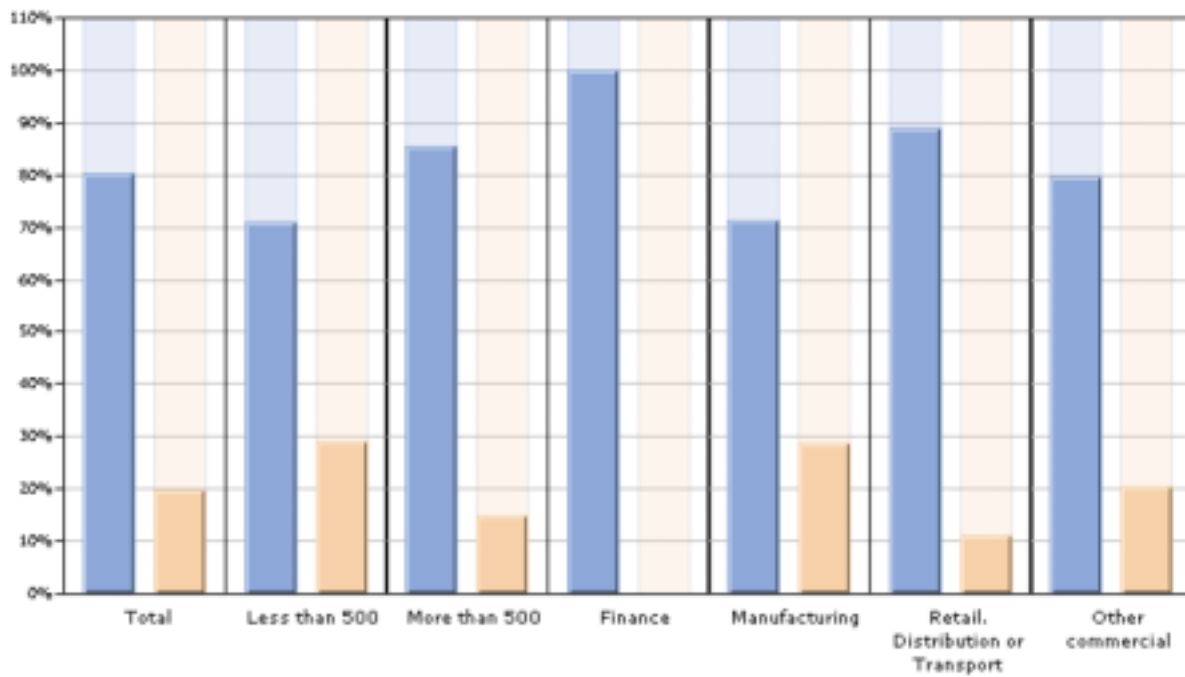


## Viatel research findings

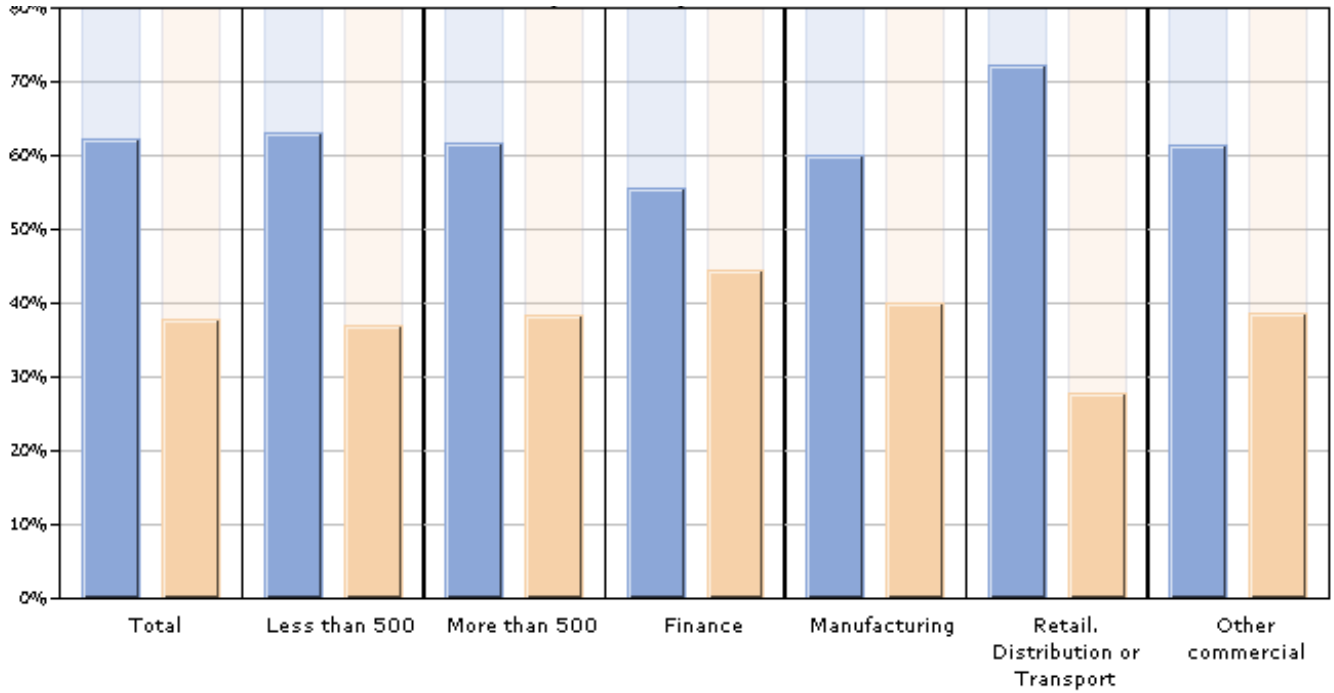
1. Does your organisation have a business continuity plan in place?

	Employees			Sector			
	Total	Less than 500	More than 500	Finance	Manufacturing	Retail, Distribution or Transport	Other Commercial
Yes	80%	71%	85%	100%	71%	89%	80%
No	20%	29%	15%		29%	11%	20%



2. Do you include 'phone systems in your business continuity strategy?

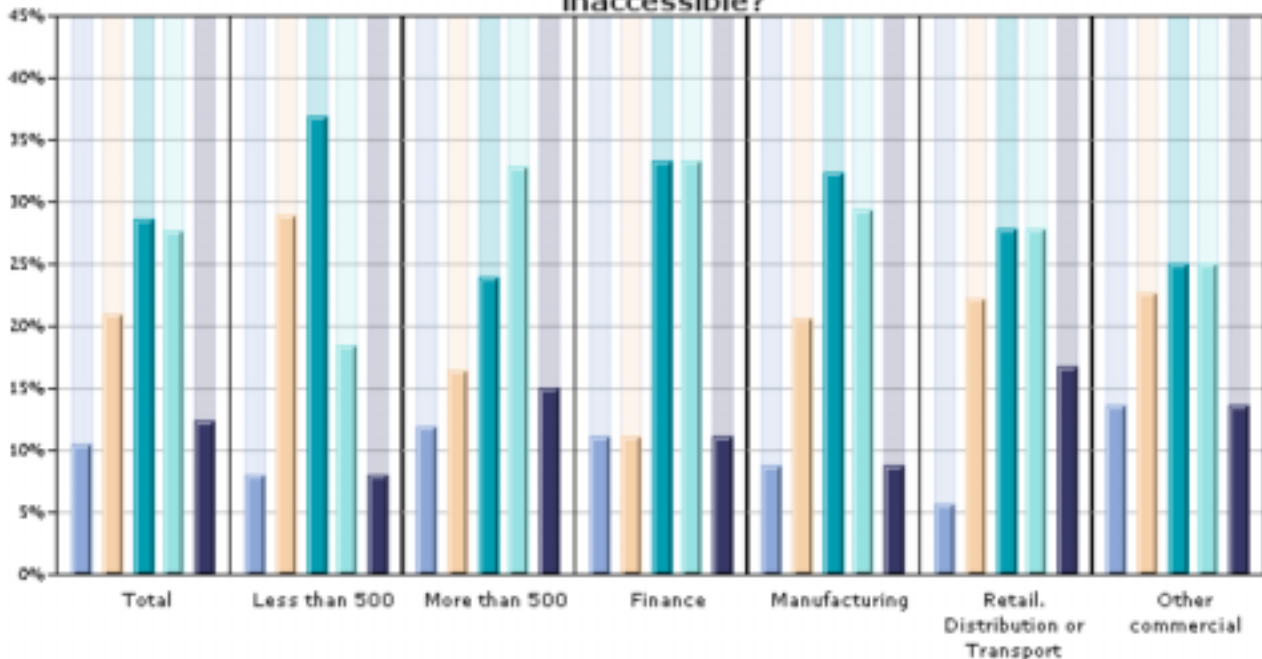
	Employees			Sector			
	Total	Less than 500	More than 500	Finance	Manufacturing	Retail, Distribution or Transport	Other Commercial
Yes	38%	37%	38%	44%	40%	28%	39%
No	62%	63%	62%	56%	60%	72%	61%



3. How long would it take you to rebuild you systems in order to access data if IT systems on-site are inaccessible?

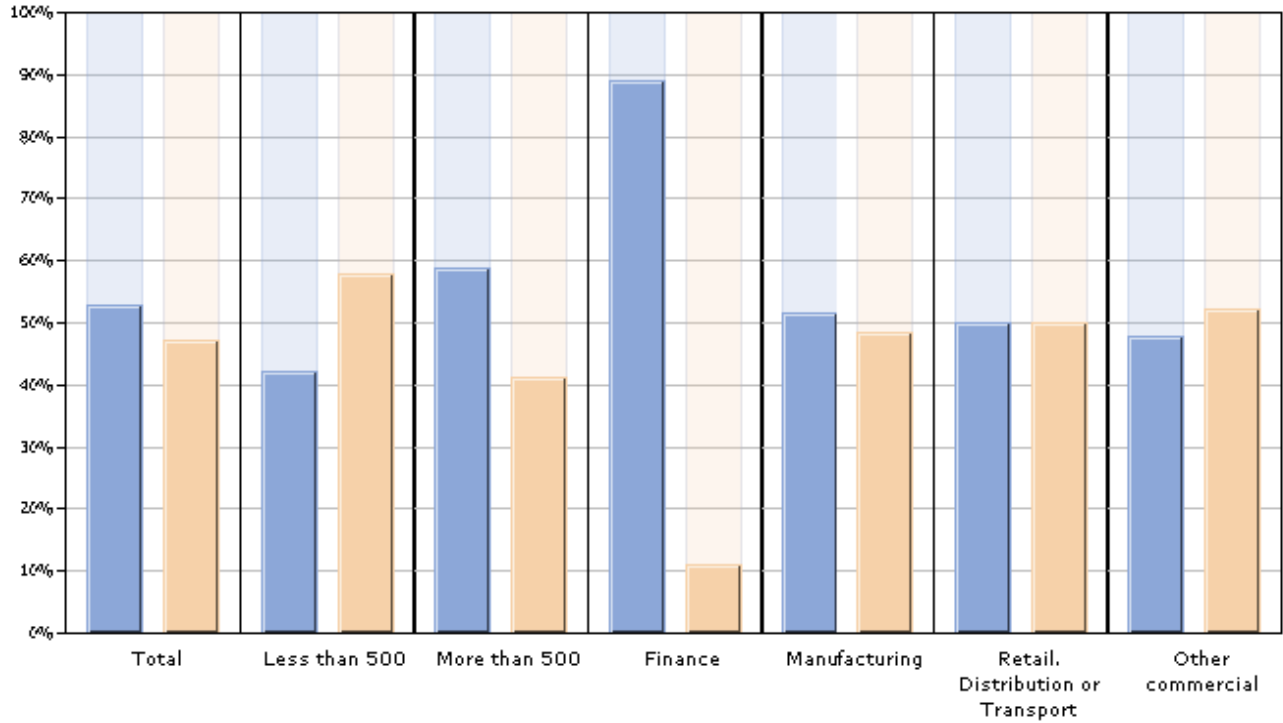
	Employees			Sector			
	Total	Less than 500	More than 500	Finance	Manufacturing	Retail, Distribution or Transport	Other Commercial
Longer than a week	10%	8%	12%	11%	9%	6%	14%
Around 1 week	21%	29%	16%	11%	21%	22%	23%
Approx 3 days	29%	37%	24%	33%	32%	28%	25%
Approx 1 day	28%	18%	33%	33%	29%	28%	25%
Approx 0.5 day	12%	8%	15%	11%	9%	17%	14%

How long would it take you to rebuild your systems in order to access data if IT systems on-site are inaccessible?



4. Do you perceive the cost of business continuity as being too high?

	Total	Employees		Sector			
		Less than 500	More than 500	Finance	Manufacturing	Retail, Distribution or Transport	Other Commercial
Yes	53%	42%	59%	89%	51%	50%	48%
No	47%	58%	41%	11%	49%	50%	52%



5. Do any of your customers demand a business continuity plan as part of their contract with you?

	Total	Employees		Sector			
		Less than 500	More than 500	Finance	Manufacturing	Retail, Distribution or Transport	Other Commercial
Yes	56%	63%	51%	56%	69%	67%	41%
No	44%	37%	49%	44%	31%	33%	59%

