

UST ResilientOps

A platform-centric operational resilience framework that helps financial services organizations respond to and maintain compliance with regulations.

Building resilience
and enabling
compliance

ust.com



U
S T

The need for building operational resilience for financial institutions

Financial institutions face many operational challenges and issues, some originating internally and others due to external factors. This was exemplified during the pandemic when the financial ecosystem had to adjust to one of the largest shutdowns in history. It became evident that the organisations needed a **framework in place to prevent, adapt, respond to, recover, and learn from operational disruptions**.

Regulators across the globe have published policy statements/regulations/guidance for operational resilience.

- The Financial Conduct Authority (FCA) in the UK released a joint policy statement PS21/3 – Building Operational Resilience along with the Bank of England and the Prudential Regulation Authority (PRA) to reduce the adverse impact of similar situations on customers, financial markets, and the financial institutions. The transitional period ends by March 2025, beyond which organisations must work within the committed impact tolerance for the important business services.
- The Council presidency and the European Parliament reached a provisional agreement on the Digital Operational Resilience Act (DORA) to ensure that EU financial organisations can maintain operations in the event of disruptions. The main aim is to prevent and mitigate cyber threats.

UST ResilientOps

UST ResilientOps offers a platform-centric operational resilience framework. The UST ResilientOps platform enables financial institutions' executives and risk committees to interpret and implement complex change more effectively.

Customisable features and connectivity with other tools and platforms give ResilientOps an edge in ensuring **end-to-end, ongoing compliance**.



Seamless API integration **reduces manual data collection** by connecting with your existing systems



Customisable reports and dashboards feature for a **personalized data visualization experience**



Comprehensive regulatory management, enabling portfolio management and third-party risk assessment



Collaborative interface to link third parties, IT, and infrastructure teams, ensuring up-to-date and relevant data



Low-code platform design, allowing you to choose and tailor the functionalities per your requirements

The UST ResilientOps platform

UST ResilientOps enables the Risk Committees of financial organisations to identify **important business services** and capture the details per the identified standard taxonomy in the ResilientOps platform.

Asset inventory of the services marked as important is maintained in UST ResilientOps. This includes data on the location of these services, the IT landscape supporting the service, and the people and processes involved in delivering the service.

Setting impact tolerances for each service against KPIs defined in UST ResilientOps enables the initial baseline metrics to be derived quickly.

Scenario test case templates are available within UST ResilientOps to capture the test cases and test results against the tolerance levels. Gaps are identified and maintained with an audit trail of actions taken, and learnings are recorded for future reference.

Dashboards in UST ResilientOps carry end-to-end information, the identified business services, and self-assessment reports.

Dashboards can be configured for ongoing governance and reporting, i.e., compare the current performance of the services against the defined tolerance levels.



Single pane of glass view for all the relevant stakeholders for service, mapped people, process, technology, information, and third parties



Executive dashboards visualizing the gaps identified, mitigation steps and lessons learned



Industry **taxonomy** building blocks **accelerating attainment**



Enabling continuous compliance in the transitional period and beyond

Providing seamless experience in building operational resilience

For more than 23 years, UST has worked side by side with the world's best companies to make a real impact through transformation. Powered by technology, inspired by people and led by our purpose, we partner with our clients from design to operation. Through our nimble approach, we identify their core challenges, and craft disruptive solutions that bring their vision to life. With deep domain expertise and a future-proof philosophy, we embed innovation and agility into our client's organizations—delivering measurable value and lasting change across industries, and around the world. Together, with over 30,000 employees in 30 countries, we build for boundless impact—touching billions of lives in the process.

ust.com