



## Context

Reference in Switzerland, Naville's job is the distribution and the commercialization of the press and of news products, two complementary jobs at the service of its clients.

Naville is characterized by the diversity of its jobs and products. It disposes of a large network of close retail outlets and of a wide range of products targeted to meet its consumers' expectations.



## Mission

Designed to implement and equip the crisis management procedure, our intervention consists in :

- defining, application by application, a "degraded" mode allowing to ensure the commitments,
- write the concerned documentation,
- accompany the teams to enable the operational implementation of the processes and procedures.



## Issues & Goals

« ***During the constructions, the sale goes on!*** »

The entire range of the tools, methods and processes linked to the management of the services' continuity within the exploitation service were no longer able to meet the continuously stronger demands of the clients, and, in particular :

- to guarantee in demanded time the resumption of indicated systems as critics,
- to ensure the resumption of data with a minimum of « loss ».



## Benefits

**Fast implementation** of the changeover processes from nominal mode to backup and then to operational return.

Jobs and clients reassured by :

- a **quality level of application**, through the whole of the implemented processes,
- the new delivery's capacity to inform in real time on the **applications' level of quality**.