

OUTSMART
THE FUTURE

**AUTOMATING BCP/DR FOR
SMARTER, SCALABLE RESILIENCE
IN REAL ESTATE FINANCE**

This is our story of co-creating smarter, audit-ready Business Continuity Planning (BCP) for a leading real estate finance company in the US by implementing a centralized digital BCP/Disaster Recovery (DR) system built on Appian with SAP Concur integration. Replacing manual, spreadsheet-based processes, the solution automated vendor risk assessments, compliance tracking, and audit readiness across 41 departments. Through workflow-native automation, role-based access, and dynamic reporting, the platform delivered faster risk analysis, quick audit data extraction, and department-specific Business Impact Analysis (BIA) insights.

The Industry Landscape: Why Automated Business Continuity Planning Matters in Financial Services

BCP and DR are critical in highly regulated industries, such as financial services, where operational disruptions can lead to compliance risks, financial losses, and reputational damage. Traditional manual documentation approaches are slow, error-prone, and difficult to scale across large enterprises.

As the pace of digital transformation accelerates, firms are under pressure to modernize continuity planning with automated, auditable workflows that improve efficiency, resilience, and responsiveness in crisis scenarios.



The Client Challenge: Manual BCP/DR Processes and Limited Compliance Visibility

The client managed its BCP/DR processes manually using spreadsheets and Word documents. This created significant operational inefficiencies and compliance risks.

Key challenges included:

- 1 Manual and Inefficient Processes:**
BCP/DR plans were updated manually, slowing reporting, analysis, and compliance readiness.
- 2 Vendor Risk Assessment Inefficiencies:**
Without a streamlined system, gathering vendor-related data was inconsistent and delayed.
- 3 Audit Readiness Issues:**
Manual documentation made it difficult to maintain accuracy, version control, and retrieve audit evidence in a timely manner.
- 4 Regulatory Compliance Risks:**
Without centralized tracking, demonstrating adherence to compliance requirements was challenging.

The client needed a modern, automated BCP/DR platform that would reduce manual effort, standardize risk assessments, and strengthen audit readiness across all departments.



The Solution: Low-Code BCP/DR Automation on Appian with SAP Concur Integration

WNS-Vuram implemented a centralized digital BCP/DR system using the Appian low-code automation platform, integrated with SAP Concur for BIA data. The solution standardized processes, automated workflows, and provided dynamic, role-based visibility across departments.

Key components included:



Centralized Digital BCP/DR Platform:

Migrated manual documentation (Excel/Word) into an Appian-based digital system, integrating BIA data through SAP Concur.



Automated Workflows:

Replaced manual coordination with system-triggered task assignments, approvals, and progress tracking.



Role-based Access and Segmentation:

Rolled out across 41 departments, with role-based access controls ensuring users only view data relevant to their line of business (e.g., Treasury, Risk Management). Okta integration ensured secure authentication and appropriate access levels for different user groups.



Dynamic Reporting and Export Capabilities:

Enabled Excel export with dynamic filtering for departmental and organizational reports, and planned PDF export and rule-based business activity mapping for the next release.



Critical Business Function Mapping:

Captured departmental data on functions, dependencies, recovery plans, and contacts, with monthly activity classification supported by heat maps.

The Outcome: Automated, Audit-ready Business Continuity and Disaster Recovery

The digital BCP/DR platform transformed the client's continuity planning function from manual and error-prone to automated, centralized, and audit-ready.

Tangible impact include:



41 departments onboarded to the centralized BCP/DR platform



Dynamic, department-specific BIA reporting, enabling faster and more accurate decision-making



Automated, quick data extraction for audits and compliance reporting, without manual documentation

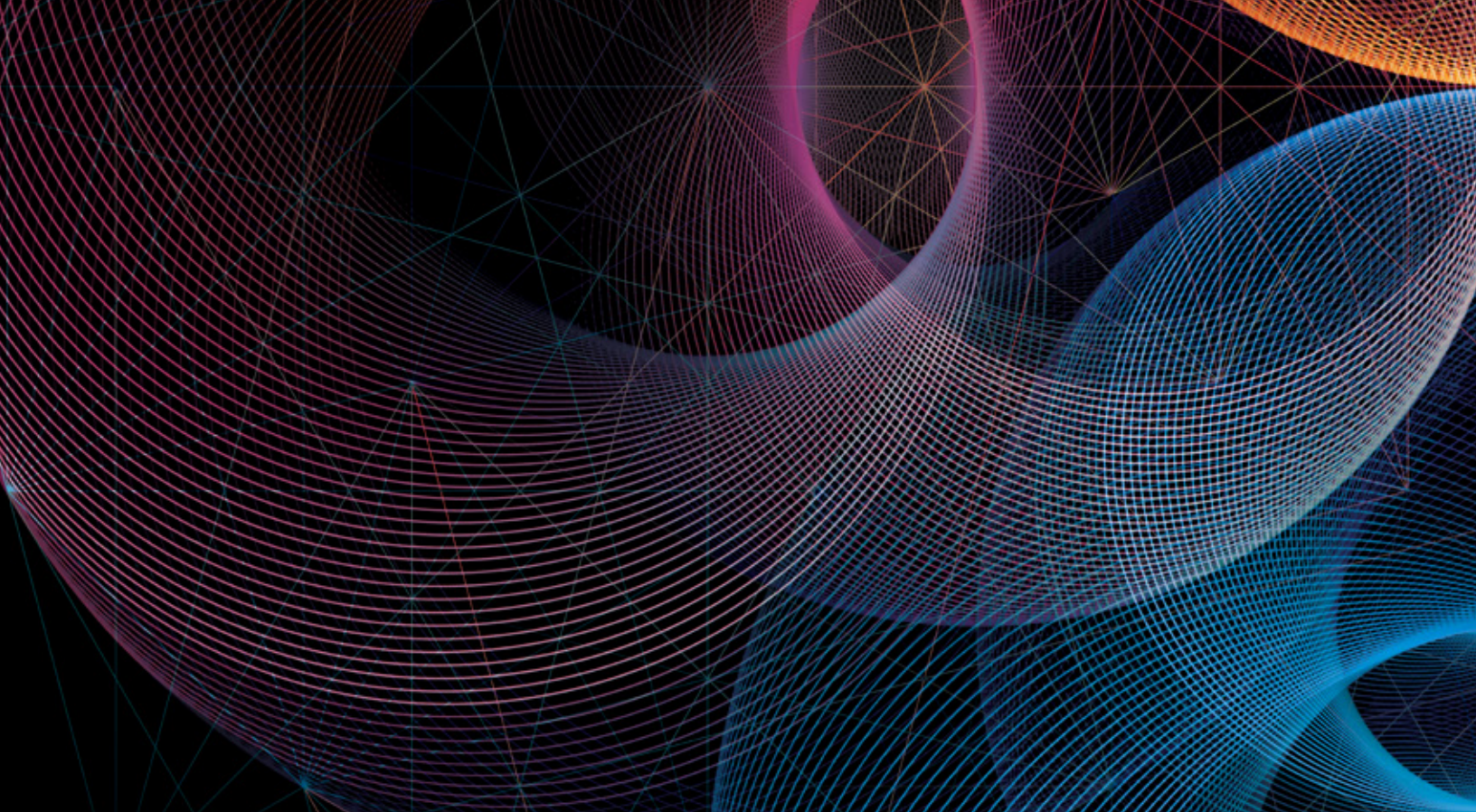


Significant reduction in manual effort, freeing teams to focus on risk analysis rather than paperwork



Improved compliance readiness, with audit evidence available in real-time

The client now benefits from a scalable, future-ready BCP/DR system that strengthens resilience, reduces operational risk, and supports regulatory compliance across the enterprise.



ABOUT WNS-VURAM

WNS-Vuram is a global leader in hyperautomation, empowering organizations to accelerate digital transformation and realize measurable business value through an 'AI-first' approach. We build custom applications, agentic automation, and industry-aligned solutions that address real-world business challenges.

With deep expertise across platforms such as Appian, ServiceNow, UiPath, Microsoft, AWS, and Automation Anywhere, we design and deliver cross-technology solutions tailored to client needs. Our ability to seamlessly integrate multiple platforms enables enterprises to drive agility, scale innovation, and reimagine customer and employee experiences.

For over 13 years, more than 200 global enterprises, spanning BFSI, Healthcare, Shipping, Logistics, and Travel and Hospitality, have trusted WNS-Vuram to deliver outcomes that matter. We combine domain expertise, technical excellence, and a robust partner ecosystem to help enterprises achieve sustainable innovation. Our Gen AI and agentic automation capabilities fuel smarter processes, faster decision-making, and long-term value creation.

At WNS-Vuram, we go beyond transforming processes—we co-create intelligent enterprises with our clients, delivering better outcomes for their people, customers, and the communities they serve.



**Inc.
5000**

*** ISG®**



AUSTRALIA | CANADA | INDIA | MEXICO | NETHERLANDS | USA | UK

2025 Copyright WNS-VURAM™

