

Consulting Services

Independent Operational Resilience & Continuity Consultant

Adelaide, AU - Working with global mid-sized firms

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Operational resilience and continuity without the drama

I help COOs and operations leaders in mid-sized global firms keep core operations running when things go wrong – so you protect revenue, customers, and reputation.

The gap most mid-sized firms face

Most firms have bits and pieces of business continuity, risk, and IT/DR work, but too often:

- Plans are outdated or don't match how operations actually run today.
- Operations, IT, risk, and suppliers each see their own slice – no one owns the full picture of “how we keep running when X breaks.”
- It's unclear which products, services or sites are truly critical, or how long they can be down before real damage occurs.
- It's hard to make the investment case because risks and impacts aren't expressed in simple business terms.

As COO, you carry the responsibility for continuity, often without a clear, actionable view of exposure and priorities.

What I deliver in 7 weeks

I run a short, focused engagement that gives you a practical, end-to-end view of your operational resilience and continuity posture, and a clear plan to close the most important gaps.

In 7 weeks, we will:

- Map your critical products and services, and how they depend on people, processes, providers, and premises.

- Identify where disruption would hurt most – in revenue, customer experience, and brand – and how long you can realistically afford to be down.
- Review your existing continuity, incident, and recovery plans to see what's usable, what's missing, and where roles and responsibilities are unclear.
- Highlight weak spots in your ability to prevent, respond to, and recover from disruption.
- Build a simple, prioritised 12–24 month roadmap with concrete actions, owners, and quick wins that reduce real risk, not just create more documents.

You end up with something you can actually run: a realistic plan that fits how your operations work, and that you can confidently put in front of your CEO and board.

Two ways to engage

1. Rapid Resilience & Continuity Scan (20 days)

A fast health check to surface your biggest risks and quick wins.

- Brief discovery and collection of key documents (plans, incident reports, org charts).
- A small number of focused interviews across operations, IT, and risk / governance.
- A heat map showing your main resilience and continuity gaps.
- One working session with you and your leadership team to align on the top 3–5 fixes.

Outcome: A clear starting point and shared view of where you are most exposed, and what to tackle first.

2. Operational Resilience & Continuity Readiness Sprint (60 days)

The flagship engagement – a full, practical roadmap.

- Everything in the Rapid Scan, plus deeper mapping of critical services, sites, and key suppliers.
- Workshops with operations, IT, and risk to agree realistic strategies and recovery expectations.
- A structured view of your resilience across governance, critical services, continuity planning, testing, third parties, and learning.
- A prioritised 12–24 month roadmap with phases, owners, and indicative effort and cost.
- A concise pack you can use with your CEO and board to show where you stand and what you're doing about it.

Outcome: A joined-up, business-level plan to strengthen resilience and continuity, grounded in how

your firm actually operates.

Who I work with

This offer is a strong fit if:

- You're a mid-sized global firm with multiple sites or regions.
 - A serious outage, cyber incident, supplier failure, or extreme weather event would materially affect revenue, customers, or compliance.
 - You have some continuity and risk work in place, but no integrated, up-to-date picture across the business.
 - You want a practical, operator-friendly approach rather than a theoretical exercise.
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Next step

Start with a 30-minute conversation.

We'll talk through your current situation, recent incidents or near-misses, and what you want your resilience and continuity capabilities to look like in 12–24 months. If it makes sense, we can then decide together whether the Rapid Scan or the full Readiness Sprint is the best starting point.

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