



How can a crisis help
you turn a challenge
into an opportunity?

EY Crisis Management & Incident Response

EY

Building a better
working world

The better the question. The better the answer. The better the world works.

Advancing Crisis Management & Incident Response through technology

EY Crisis Management & Incident Response helps organizations to recognize potential crises, get ready to deal with them, respond to incidents and recover to build resilience.

Supported by leading technology

As organizations face challenging situations, embracing technology can provide a distinct advantage in preparing for and responding to crises. EY Virtual is a digital, modular management and monitoring platform that helps organizations to easily access and analyze their data in order to manage threats, to prepare for identified risks and to respond to crises with confidence.

The [EY Virtual](#) platform and its embedded apps are designed to keep your team focused and to ensure that tasks can be completed with ease. Its suite of apps is versatile and is structured on three underlying functionalities (supported by analytics and AI): data management, workflow & questionnaires, and dashboards & reports. Furthermore, it is built on Microsoft technology and so it connects with collaborative environments and allows EY clients to manage their work and processes securely and with a single point of entry.

By providing you with both pre-built and tailored apps – as well as on-demand workspaces – you have the tools you need to scale at the speed of business.

Business benefits

EY Crisis Management & Incident Response gives business leaders the trusted support they need to steer their organizations through crises with confidence.

- **Building preparedness:** An effective response to crisis begins with preparation. EY Crisis Management & Incident Response helps organizations identify threats and use comprehensive, regularly updated playbooks and simulations to understand their potential impact. Building this level of preparedness allows leaders to focus on business as usual, confident that they are ready to manage any crisis effectively with speed and brand integrity.

- ▶ **Responding with speed and integrity:** The EY Forensic & Integrity Services team gives organizations the support to respond at speed amid significant, competing pressures. EY teams work closely with yours to quickly source and compile relevant information from across organizations, from third parties and from news sources, and provide actionable insights in an easily accessible format that guides rapid, business-critical decisions.
- ▶ **Guiding smarter decisions:** EY Crisis Management & Incident Response helps the C-Suite and all the other functions respond to crises effectively, underpinned by intelligence that drives smarter decisions by leaders, as well as crisis communications and legal teams.



Solution features and functionality

EY Crisis Management & Incident Response is underpinned by EY teams investment in AI, data intelligence and technology, with solutions for each engagement driven by each organization's needs. Some examples include:

- ▶ **Crisis Command Centers:** Enabled by innovative technology solutions, these act as central information hubs, accessing information from both internal and external sources, and providing intelligence to make rapid, data-backed decisions.
- ▶ A suite of issue-driven apps – pre-built or client tailored to support various components of crisis management. These include:
 - ▶ **Business Email Compromise app:** This app supports our clients to seamlessly investigate cases when their email systems are hacked or compromised. Furthermore, the app can be configured to provide continuous monitoring of a client's email system, providing a notification to any potential threats.
 - ▶ **Third-Party Segmentation app:** This app presents a machine-learning-enabled solution to help identify third parties with potential high-risk profiles. This segmentation helps enable clients to better understand the nature of the third party's scope and engagement and, where appropriate, to take action to reduce risks such as bribery and corruption.
 - ▶ **Insider Threat Assessment app:** This app automates the maturity assessment of your current insider threat capabilities. It is another component of crisis management as not all threats arise from the outside.
 - ▶ **EY BRETA (Business Relationship and Threat Analysis) app:** This app continuously monitors threats and captures and analyzes strategic intelligence to inform crisis preparation.
 - ▶ **EY Advanced eDiscovery solution:** To analyze the root cause of matters or help to identify sensitive data leaked during an incident, the EY Advanced eDiscovery solution can help support clients with their data collection, data hosting and technology-assisted search and review, to ascertain underlying facts of crises. EY advanced Discovery services leverages the knowledge and experience of our global professionals and leading technology to help organizations easily access and analyze their data to plan for future events, manage existing risks, and to position responses with confidence for litigation, investigation, and privacy requests.

Value-based insights

Your program will be future ready with **intelligent automation** to focus on **high-value outcomes**, not general administration.

The EY teams approach to machine learning and artificial intelligence (AI) is more than just an algorithm. It is driven by deep domain knowledge in the field of Crisis Management.

Automation

Bots automate routine tasks adhering to rules based on regulatory expectations and business risk priorities. Bots include data collection/ingestion and risk triage.

Machine learning

AI continuously refines models, leveraging knowledge gained from investigations and feedback from human review.

Natural language processing

Mine unstructured text-based documents, extract the key information and convert this into structured information.

Reusable model

Leverage common, reusable data modeling built using EY domain knowledge.

Why EY?

EY Crisis Management & Incident Response is built upon EY teams deep experience in helping clients to manage crises. As business crises and subsequent impacts become more complex and potentially damaging, it is necessary to consider advisors who manage and resolve issues through an integrated approach, driving innovative solutions to quickly and comprehensively address complex matters. Some of the world's leading organizations rely on the global EY team to help identify, prepare and respond to any threat, in order to recover and build resilience.



Continuing the conversation

In an increasingly uncertain world, EY Crisis Management & Incident Response can help you build a stronger, more resilient organization.

Global



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EY | Building a better working world

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Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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About EY Forensic & Integrity Services

Embedding integrity into an organization's strategic vision and day-to-day operations is critical when managing complex issues of fraud, regulatory compliance, investigations and business disputes. Our international team of more than 4,000 forensic and technology professionals helps leaders balance business objectives and risks, build data-centric ethics and compliance programs, and ultimately develop a culture of integrity. We consider your distinct circumstances and needs to assemble the right multidisciplinary and culturally aligned team for you and your legal advisors. We strive to bring you the benefits of our leading technology, deep subject-matter knowledge and broad global sector experience.

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