



CLIENT

HARTING Technology Group

INDUSTRY

Industrial Connectivity & Infrastructure

COMPANY SIZE

€1bn+ Revenue

TOPIC

Business Continuity Management

PROJECT LEAD

Katharina Bader, Senior Project Manager

PROTECTING PERFORMANCE **UNDER DISRUPTION**

How HARTING Embedded Business Continuity Management Across Production, Logistics and IT

THE SITUATION

As a leading global provider of industrial connectivity, HARTING delivers solutions for data, signal and power across a wide range of industries. With globally interconnected production, logistics and IT operations, maintaining operational continuity is critical.

As cyber threats, geopolitical tensions and supply chain volatility changed the risk landscape, the ambition was to strengthen operational resilience across the business. This would help ensure the organisation could continue operating effectively when disruption occurred.

CLIENT CHALLENGE

HARTING needed a common understanding of which business processes were most critical, how disruptions would affect operations, and how recovery should be prioritised.

KEY OBJECTIVES

- Identify business critical processes
- Understand the impact of operational disruption
- Prioritise recovery for operational disruption
- Establish clear escalation paths
- Embed Business Continuity Management



SOLUTION STRATEGY

Working alongside management, process owners and IT teams, H&Z embedded Business Continuity Management across the organisation.



1. Business Impact Analysis

Business critical processes were systematically analysed and prioritised.



2. Recovery Prioritisation

Recovery priorities were aligned to business impact, giving leadership greater clarity on critical dependencies.



3. Emergency Governance

Clear emergency governance structures were established for disruption scenarios.



4. Operational Embedding

Business Continuity Management was embedded into day-to-day operations across production, logistics and IT.

IMPACT DELIVERED

BEFORE

- Limited transparency on process dependencies
- Unclear recovery priorities
- Crisis decisions harder to structure
- Resilience based on implicit experience

AFTER

- 50+ business critical processes analysed and prioritised
- Transparency on process interdependencies
- Recovery priorities aligned to business impact
- Resilience embedded into daily operations



CLIENT PERSPECTIVE

H&Z played a decisive role in turning our resilience ambitions into operational reality. Their “hands-on approach”, strong expertise, and proximity to our teams enabled rapid trust, high acceptance, and real collaboration from day one. Through open dialogue on equal footing and the proactive involvement of all stakeholders – from production and training to governance bodies and site leadership – global alignment was consistently translated into reliable, process-level execution.

Sven Oßenbrink

Head of Global Emergency Response, HARTING

H&Z combined strong methodological expertise with a deep understanding of our operational reality. By working closely with our teams positioning themselves as enablers and challengers, they quickly built trust and credibility while respecting the experience of our long-standing experts. This enabled a highly constructive collaboration, resulting in reliable delivery on time, within budget and the successful anchoring of Business Continuity beyond a conceptual level.

Olaf David

Head of IT, HARTING



OUR PERSPECTIVE

Operational resilience is no longer a compliance topic, it is a strategic leadership responsibility. Together with HARTING, we reduced risk exposure, increased executive decision capability and embedded crisis readiness into daily operations. That is how resilience becomes measurable business impact

Katharina Bader
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OUR CORE SERVICES

- **Procurement**
- **Operational Excellence**
- **Product Improvement**
- **Sales & Customer Experience**
- **Organisational Efficiency**
- **Corporate Restructuring**
- **Digital & AI**



FROM AMBITION TO IMPACT WITH HEAD, HEART AND HAND

We believe that transformation starts with ambition and becomes reality through measurable results. With a clear purpose, we help organisations reduce complexity and turn vision into lasting impact.

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