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SYMPHONY AND DORA – HOW TO BRING YOUR CX INTO COMPLIANCE

The Digital Operation Resilience Act (DORA) is an International regulation on ICT systems for financial service institutions that comes into operation from 16th January 2025.

Whilst many companies will have strong policies and practices for their ICT systems, few will have extended these mandated requirements to their critical CX platforms such as Amazon, Five9 or Genesys.

Symphony, from Blackchair, provides a wide range of functionality to help you ensure DORA compliance for your CX platforms.

WHAT IS DORA?

DORA is designed to improve cybersecurity for ICT systems, especially those that are customer-facing. It requires financial service companies to conduct regular activities and comply with certain practices. They are set in place to make the international financial services industry more secure for customers.

Penalties for failing to comply with DORA regulations are severe, with maximum penalties equaling 5% of a company's overall turnover. Recent examples of penalties include a £45m one-off fine for a UK-based consumer bank after a customer system breach.

WHAT IS SYMPHONY?

Symphony, from Blackchair, is an enterprise suite of services designed to improve the way you manage changes to your CX platform.

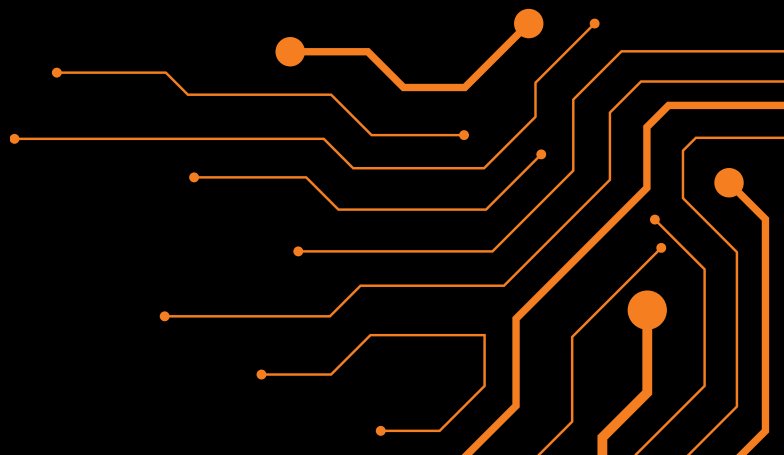
Symphony comprises powerful auditing, an automation engine, data migration features, a customizable user portal and an API environment that enables DORA compliant management and oversight by your respective CICD/Development, operations, third party and line of business teams.

The impact increases accountability, reduces risks during change cycles, and delivers more secure services to customers.

HOW DOES SYMPHONY SUPPORT DORA?

Symphony is a configuration auditing and automation solution for CX platforms. One of its core abilities is to audit and track all changes that occur on a CX platform. This is critical to DORA compliance in ensuring customer CX applications are tested in a development environment before to promotion to production.

This significantly reduces the risk of negative customer service impact and security exposure.



THE FIVE PILLARS OF DORA AND HOW SYMPHONY CAN HELP ENSURE COMPLIANCE

DORA contains 45 specific articles of requirements, spread out into the following five pillars of compliance. Below we have listed each of the pillar and how Symphony will support your business.

Pillar

How Symphony can help

ICT Risk Management –
Monitoring and Mitigating Risk

Symphony records all change activities on your CX platform and tracks dependencies prior to any change. Proactive alerting features for any changes enable proactive monitoring to mitigate risks.

ICT Related Incident Management –
Effective response and recovery

Symphony contains comprehensive update and rollback features that support effective response and recovery from security breaches. As Symphony has a record of all changes, recovery from a security breach (for example) can take seconds rather than hours.

Digital Operational Resilience Testing –
Ensuring Preparedness

Symphony supports the recommended DORA model of testing CX applications before deploying them to production. Rollback options offer increased risk mitigation for any changes.

Managing ICT Third Party Risk –
Safeguarding against external threats

Symphony is designed to be used by both end customers and their chosen ICT third-party providers of CX platforms. As such this enables the third party to be held to DORA standards.

Information Sharing – Enhancing
resilience through collaboration

Symphony's audit and management information are built to be shared as appropriate. Using our data migration tools, an enterprise can share reports on the activity as required by DORA.



ICT

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Would you like to know more?

Please get in touch with Blackchair for more information and a demo of Symphony.



www.theblackchair.com



US: +1 619 851 0228



enquiries@theblackchair.com



UK: +44 800 433 2030

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