

## Clarity Case Study

**Dogra Technologies Pvt Ltd,  
Pune, India**

<https://dogratech.com/>

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# Project Name

**Clarity – Business Continuity & Incident Management System**

## Project Overview

**Clarity** is a web-based Business Continuity and Incident Management platform designed to help enterprises plan, activate, respond to, and analyze Business Continuity Plans (BCPs). The system enables organizations to standardize continuity planning across sites, manage real-time disruptions, and gain actionable insights through dashboards and reports.

The platform supports end-to-end continuity workflows including BCP creation, activation, response handling, impact assessment, and performance analysis through visual analytics.

## Target Users

- **Enterprise Administrators**  
Responsible for managing system configuration, user access, roles, and overall platform governance.
- **Business Continuity Managers / BCP Leads**  
Create, maintain, and activate Business Continuity Plans, monitor disruptions, and coordinate response efforts.
- **Incident Managers**  
Oversee active incidents, track response progress, and ensure timely resolution across impacted areas.
- **Response Team Members**  
Provide real-time updates, impact assessments, and execution status during activated BCPs.
- **Senior Leadership / Executives**  
View dashboards, analytics, and situation reports to make informed decisions during



disruptions.

- **Audit & Compliance Teams**

Review historical BCP data, incident records, and audit trails for compliance and post-incident analysis.

## User Roles & Responsibilities

- **Administrator:** Manages users, roles, access control, and system configuration
- **BCP Lead / Incident Manager:** Creates, activates, and oversees BCP execution
- **Response Team Member:** Provides response updates, impact data, and status
- **Viewer:** Monitors dashboards, analytics, and reports

## Business Need

Large organizations often struggle with fragmented continuity plans, manual activation processes, and limited visibility during disruptions. Existing systems lack standardized workflows, real-time response tracking, and centralized reporting, making it difficult for leadership to make timely and informed decisions.

Clarity was built to address these challenges by providing a unified platform for structured planning, coordinated incident response, and operational transparency.

## Business Challenges

- No standardized process for site-level Business Continuity Planning
- Manual and inconsistent activation of continuity plans
- Delayed response and lack of coordination during incidents
- Limited real-time visibility into impacted assets and locations
- Difficulty generating consolidated reports for leadership



- Poor audit readiness and traceability of response actions

## Objectives

- Standardize Business Continuity Planning across sites and business units
- Enable quick activation of BCPs during disruptions
- Provide real-time visibility into active incidents and affected assets
- Capture response data and impact assessments centrally
- Offer actionable analytics and audit-ready reporting

## Solution Overview

Clarity delivers a centralized, scalable solution that combines planning, activation, response, and analytics into a single platform:

- Structured BCP creation with multi-step workflows
- Map-based visualization of assets and active BCPs
- Controlled activation and deactivation of continuity plans
- Real-time response data capture and impact tracking
- Visual analytics for operational insights and trends
- Secure role-based user and access management

## Scope of the System



- Business Continuity Planning (BCP) creation and lifecycle management
- BCP activation and response handling
- Asset-level and geographical impact visualization
- User role and access management
- Reporting, analytics, and audit readiness

## Key Functional Features

### 1. Business Continuity Planning

- Create and manage BCPs using a structured, multi-step workflow
- Define service details, impact analysis, risks, scenarios, and approvals

### 2. Site Plan Management

- Create site-level incident response plans with predefined roles and checklists
- Assign primary and backup owners for each role
- Enable controlled approval and activation of site plans

### 3. Map-Based Asset Overview

- Visualize assets on an interactive map using Mapbox
- Identify locations with active BCPs and assess local impact

### 4. BCP Activation & Response

- Activate selected BCPs with a single action
- Notify response teams and track execution status in real time

### 5. Activation Response Management



- Capture actual impact values, strategies, and continuity status
- Group responses by disruption type for better clarity

## 6. Analytics & Reporting

- View operational trends through charts and dashboards
- Download BCPs and reports in PDF format for stakeholders

## 7. User & Access Management

- Assign and update user roles
- Control access and permissions across the application

## Technology Stack

- **Frontend:** React (Next.js), Material UI, React Query
- **Backend:** Node.js, Prisma
- **Database:** PostgreSQL
- **Cloud & DevOps:** AWS (EC2, Lambda, SES, EventBridge)
- **Mapping:** Mapbox

## Implementation Approach

- Requirement analysis and understanding enterprise continuity workflows
- Design of structured planning and activation flows
- Development of a scalable web-based application



- Functional, role-based, and workflow testing
- Cloud deployment across multiple environments (Dev, QA, UAT)

## Results & Impact

- Improved readiness and standardization of continuity plans
- Faster and more coordinated response during disruptions
- Enhanced real-time visibility into impacted assets and locations
- Reduced manual effort through automated workflows and reporting
- Centralized, audit-ready continuity records

## Business Value

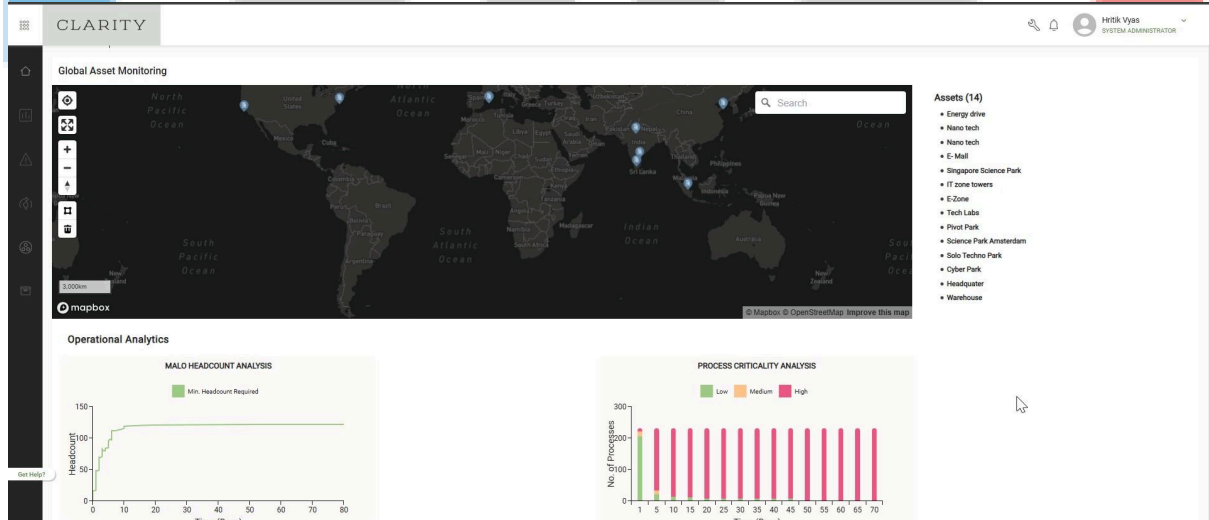
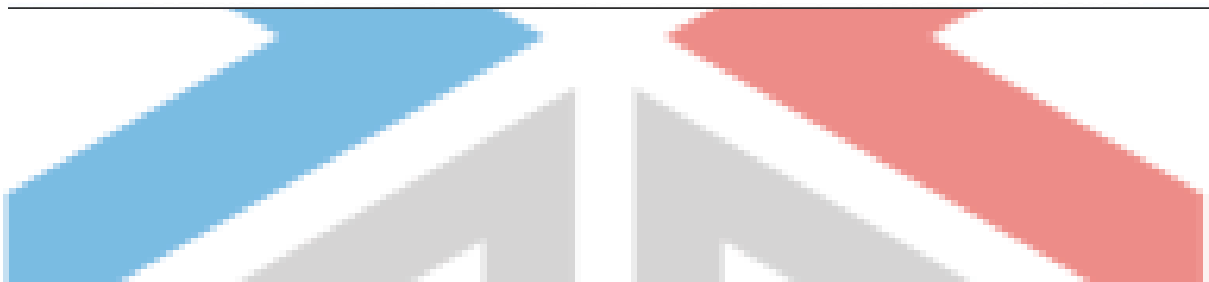
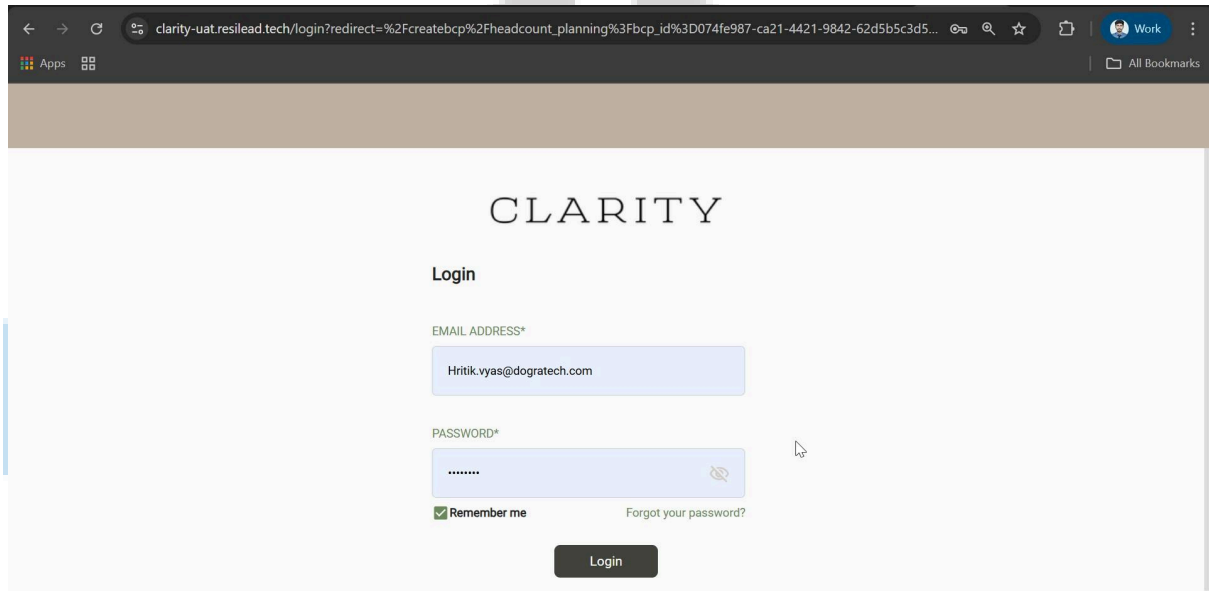
- **Operational Resilience:** Faster recovery during incidents
- **Risk Reduction:** Early identification of operational impact
- **Visibility:** Real-time dashboards for leadership
- **Scalability:** Supports multiple sites and business units
- **Compliance:** Traceable, audit-ready response data

## Conclusion

Clarity provides a comprehensive, scalable solution for Business Continuity and Incident Management. By unifying planning, activation, response, and analytics into a single platform, Clarity empowers organizations to manage disruptions effectively, maintain operational stability, and make informed decisions during critical events.



# Application Screens



CLARITY Hrlik Vyas SYSTEM ADMINISTRATOR

Business Continuity Planning - Home MANAGE ORGANIZATIONS + CREATE & ASSIGN

COUNTRY: Select Country STATE/PROVINCE: Select State/Province CITY: Select City SITE: Select Site BUSINESS UNIT: Select Business Unit SUB BUSINESS UNIT: Select Sub Business Unit

ALL PLANS (37) ACTIVE PLANS (6) PLANS NEED ATTENTION (0) Search Plans

BCP ID	BCP NAME	BUSINESS UNIT	SUB BU	BC LEAD	STATUS	ACTIONS
wesff987474	testing54354111	Global Finance	Americas Tax team	myntira666@gmail.com	Awaiting Approval	[Icons]
654123 [Quick]	GlobalSec	Global Security	Americas RSM	testuser1@yopmail.com	Awaiting Approval	[Icons]
BCP4321	NewBCP	Global Finance	UK Finance	prajwal.chinchpale@dogratec...	Awaiting Approval	[Icons]
GSC890	Global Supply Chain	Global Supply Chain	EMEA SC	hrlik.vyas@dogratech.com	Awaiting Approval	[Icons]
GlobalSales12	GlobalSales	Global Sales	Americas Sales HQ	testuser1@yopmail.com	Awaiting Approval	[Icons]
DevOp12	DevOperations	Global IT	DevOps	testuser2@yopmail.com	Awaiting Approval	[Icons]
GS23456 [Quick]	BCPGlobal	Global Sales	EMEA Sales HQ	support@dogratech.com	Awaiting Approval	[Icons]

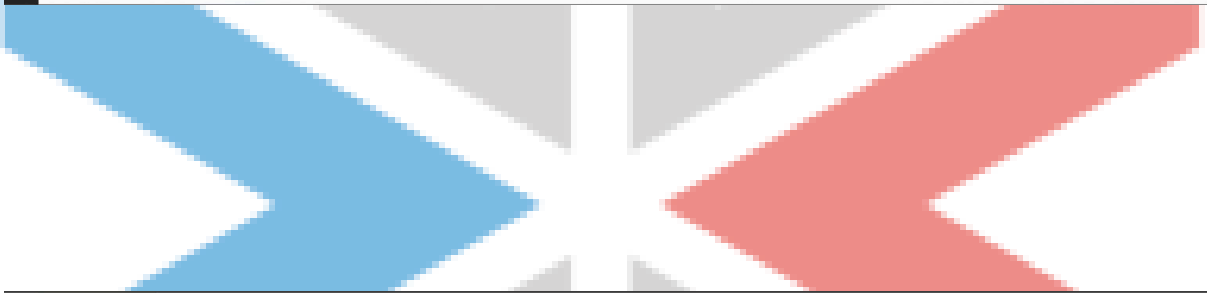
**STATUS**  
Total No. of Plans: 37

- In Progress: 0
- Awaiting Approval: 0
- Approved: 0
- On Hold: 0
- Archived: 0
- Active: 0

**PROCESS CRITICALITY**

- Low: 0
- Medium: 0
- High: 0

**PROCESS HEADCOUNT ANALYSIS**



CLARITY Hrlik Vyas SYSTEM ADMINISTRATOR

Business Continuity Planning • Add Details

IT Services BCP ID - CyberSec123 Archive Share DOWNLOAD SAVE

BC LEAD: hrlik.vyas@dogratech.com BUSINESS UNIT: Global IT SUB BUSINESS UNIT: CyberSec CREATED ON: 18/12/2025 ASSIGNED BY: Prajwal chinchpale APPROVER(S):

DUE DATE: OVERDUE Change STATUS: NOT REVIEWED OVERALL PROGRESS: 31%

**CREATE**

- SERVICE DETAILS
- PROCESS DETAILS
- DELIVERY LOCATION DETAILS
- DELIVERY HEADCOUNT DETAILS

**ANALYZE**

- BUSINESS IMPACT ANALYSIS
- RISK ASSESSMENT
- CRITICAL PROCESS DEPENDENCIES ANALYSIS
- IMAGO

**PLAN**

- SCENARIO & RESPONSE PLANNING
- BRT ROSTER
- STAKEHOLDER

**SERVICE DETAILS** + ADD SERVICE

Search

SERVICE NAME	SERVICE OWNER	TOTAL GLOBAL HC	SERVICE DESCRIPTION	ACTIONS
User Access Management (UAM)	support@dogratech.com	12	Provisioning and revocation of user access to maintain security and compliance.	[Icons]



CLARITY Hitik Vyas  
SYSTEM ADMINISTRATOR

Business Continuity Planning • Add Details

IT Services BCP ID - CyberSec123 Archive Share DOWNLOAD SAVE

BC LEAD: [hitik.vyas@dogratech.com](#) BUSINESS UNIT: Global IT SUB BUSINESS UNIT: CyberSec CREATED ON: 18/12/2025 ASSIGNED BY: Prajwal chinchpale APPROVER(S):

DUE DATE: OVERDUE: Change STATUS: NOT REVIEWED OVERALL PROGRESS: 31%

CREATE

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- PROCESS DETAILS
- DELIVERY LOCATION DETAILS
- DELIVERY HEADCOUNT DETAILS

ANALYZE

- BUSINESS IMPACT ANALYSIS
- RISK ASSESSMENT
- CRITICAL PROCESS DEPENDENCIES ANALYSIS
- MALO

PLAN

- SCENARIO & RESPONSE PLANNING
- BRT BOSTER
- STAY/RETURN HERE

SERVICE DETAILS Next >

Search

SERVICE NAME	SERVICE OWNER	TOTAL GLOBAL HC	SERVICE DESCRIPTION	ACTIONS
User Access Management (UAM)	support@dogratech.com	12	Provisioning and revocation of user access to maintain security and compliance.	<a href="#">+</a> <a href="#">-</a> <a href="#">x</a>

CLARITY Hitik Vyas  
SYSTEM ADMINISTRATOR

Business Continuity Planning • Add Details

IT Services BCP ID - CyberSec123 Archive Share DOWNLOAD SAVE

BC LEAD: [hitik.vyas@dogratech.com](#) BUSINESS UNIT: Global IT SUB BUSINESS UNIT: CyberSec CREATED ON: 18/12/2025 ASSIGNED BY: Prajwal chinchpale APPROVER(S):

DUE DATE: OVERDUE: Change STATUS: NOT REVIEWED OVERALL PROGRESS: 31%

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ANALYZE

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- MALO

PLAN

- SCENARIO & RESPONSE PLANNING
- BRT BOSTER
- STAY/RETURN HERE

PROCESS DETAILS Previous Next >

Search

SERVICE NAME	PROCESS NAME	ACTIONS
User Access Management (UAM)	Access Revocation	<a href="#">+</a> <a href="#">-</a> <a href="#">x</a>
User Access Management (UAM)	New User Provisioning	<a href="#">+</a> <a href="#">-</a> <a href="#">x</a>

[https://clarity-uat.resillead.tech/createbcp/business\\_impact\\_assessment?bcp\\_id=a9d70d30-3e09-43f3-a49d-f038f316b5c&bcp\\_placeholder=IT\\_Services&bcp\\_custom\\_id=CyberSec123](https://clarity-uat.resillead.tech/createbcp/business_impact_assessment?bcp_id=a9d70d30-3e09-43f3-a49d-f038f316b5c&bcp_placeholder=IT_Services&bcp_custom_id=CyberSec123)



CLARITY Hrithik Vyas  
SYSTEM ADMINISTRATOR

Business Continuity Planning • Add Details

IT Services BCP ID - CyberSec123 Archive Share DOWNLOAD SAVE

BC LEAD: hrithik.vyas@dogratech.com BUSINESS UNIT: Global IT SUB BUSINESS UNIT: CyberSec CREATED ON: 18/12/2023 ASSIGNED BY: Prajwal chinchpale APPROVER(S):

DUE DATE: OVERDUE: Change STATUS: NOT REVIEWED OVERALL PROGRESS: 31%

CREATE

- SERVICE DETAILS
- PROCESS DETAILS
- DELIVERY LOCATION DETAILS
- DELIVERY HEADCOUNT DETAILS

ANALYZE

- BUSINESS IMPACT ANALYSIS
- RISK ASSESSMENT
- CRITICAL PROCESS DEPENDENCIES ANALYSIS
- MALO

PLAN

- SCENARIO & RESPONSE PLANNING
- ERT ROSTER
- STAKEHOLDER

DELIVERY LOCATION DETAILS

Search

SERVICE NAME	PROCESS NAME	LOCATION	ACTIONS
User Access Management (UAM)	Access Revocation	Amsterdam, San Francisco	
User Access Management (UAM)	New User Provisioning	Amsterdam, San Francisco	

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SYSTEM ADMINISTRATOR

Quick Plan Create BCP DOWNLOAD

1. Review your assigned plan scope.

This screen shows the business unit, sub-unit, and plan details assigned to you.

BUSINESS UNIT: Global Security

SUB BUSINESS UNIT: Americas Security, Americas RSM

BCP NAME: GlobalSec

ID: 654123

ASSIGN USER: 1452d652-3668-47e2-8ec6-3a1b93e24f38

Your Progress So Far

Review and edit your entries

DUE DATE: 27/01/2026

Plan Information

Business Continuity Plan

BCP NAME: GlobalSec BCP ID: 654123

BUSINESS UNIT: Global Security ASSIGNED USER: 1452d652-3668-47e2-8ec6-3a1b93e24f38

SUB BUSINESS UNIT: Americas RSM, Americas Security

Services

1 service added

User Access Management (UAM) 12 Personal

Processes

1 process added

Convert BCP Create Plan



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**Quick Plan** Service Details [DOWNLOAD](#)

1 2 3 4 5 6

2. What's the name of the service you want to protect?

SERVICE NAME

TOTAL GLOBAL HEADCOUNT

[User Access Management \(UAM\) -12](#) [+ Add Service](#)

**Your Progress So Far** DUE DATE 27/01/2026

Review and edit your entries

**Plan Information**  
Business Continuity Plan

BCP NAME: GlobalSec BCP ID: 654123

BUSINESS UNIT: Global Security ASSIGNED USER: testuser1@yopmail.com

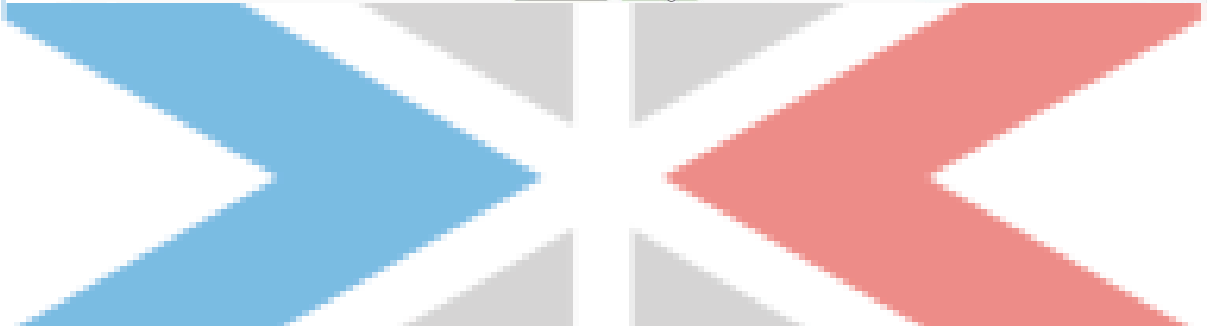
SUB BUSINESS UNIT: Americas RSM / Americas Security

**Services**  
1 service added

[User Access Management \(UAM\)](#) 12 Personnel

**Processes**  
1 process added

[Previous Step](#) [Next Step](#)



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SYSTEM ADMINISTRATOR

**Quick Plan** Process Details [DOWNLOAD](#)

1 2 3 4 5 6

3. What are the main processes this service depends on? You can add more than one now.

SELECT SERVICE

ENTER PROCESS NAMES

[User Access Management \(UAM\) - Access Revocation](#) [User Access Management \(UAM\) - New User Provisioning](#) [+ Add Process](#)

**Your Progress So Far** DUE DATE 27/01/2026

Review and edit your entries

**Plan Information**  
Business Continuity Plan

BCP NAME: GlobalSec BCP ID: 654123

BUSINESS UNIT: Global Security ASSIGNED USER: testuser1@yopmail.com

SUB BUSINESS UNIT: Americas RSM / Americas Security

**Services**  
1 service added

[User Access Management \(UAM\)](#) 12 Personnel

**Processes**  
1 process added

[Previous Step](#) [Next Step](#)



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**Quick Plan** Delivery Location Details [DOWNLOAD](#)

1 2 3 4 5 6

4. Which sites are involved in running these processes? (Just the key locations, we don't need a full breakdown.)

SELECT PROCESS: Access Revocation

ENTER LOCATIONS: Select Locations

+ Add

- Amsterdam - North Holland - Netherlands - ATW02
- San Francisco - California - United States - BE001
- Amsterdam - North Holland - Netherlands - ATW02
- San Francisco - California - United States - BE001

--- Previous Step **Next Step** -->

**Your Progress So Far** DUE DATE: 27/01/2026

Review and edit your entries

**Plan Information**  
Business Continuity Plan

BCP NAME: GlobalSec BCP ID: 654123

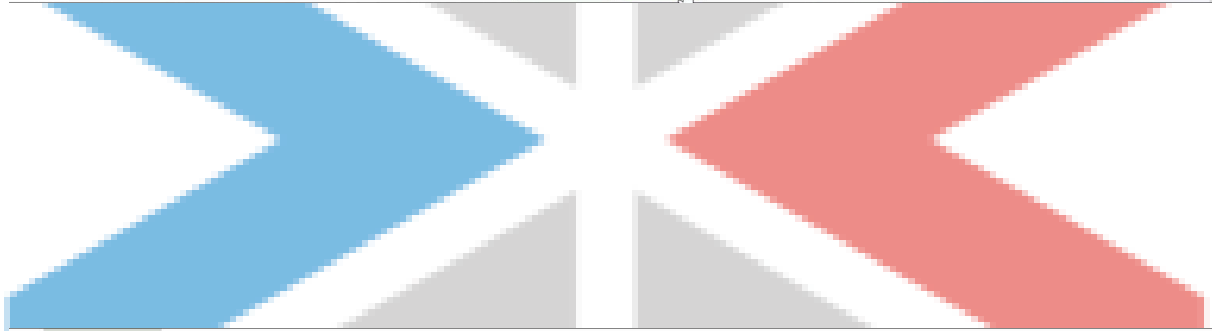
BUSINESS UNIT: Global Security ASSIGNED USER: testuser1@yopmail.com

SUB BUSINESS UNIT: Americas RSM | Americas Security

**Services**  
1 service added

User Access Management (UAM) 12 Personnel

**Processes**  
1 process added



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**Quick Plan** Business Impact Analysis [DOWNLOAD](#)

1 2 3 4 5 6

5. Now, let's capture how critical each process is. For each one, when does it need to be restored?

SELECT LOCATION: Amsterdam - North Holland - Netherlands - ATW02 - New User Provisioning

MAXIMUM TOLERABLE DOWNTIME (MTD)  
 Hours  Days  No Impact

+ Add

--- Previous Step **Next Step** -->

**Your Progress So Far** DUE DATE: 27/01/2026

Review and edit your entries

**Plan Information**  
Business Continuity Plan

BCP NAME: GlobalSec BCP ID: 654123

BUSINESS UNIT: Global Security ASSIGNED USER: testuser1@yopmail.com

SUB BUSINESS UNIT: Americas RSM | Americas Security

**Services**  
1 service added

User Access Management (UAM) 12 Personnel

**Processes**  
1 process added



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### Quick Plan

6. Who should be notified if this service is disrupted? Let's start with a core list – you can add individuals, groups, or distribution lists

ROLE:  EMAIL:  NAME:

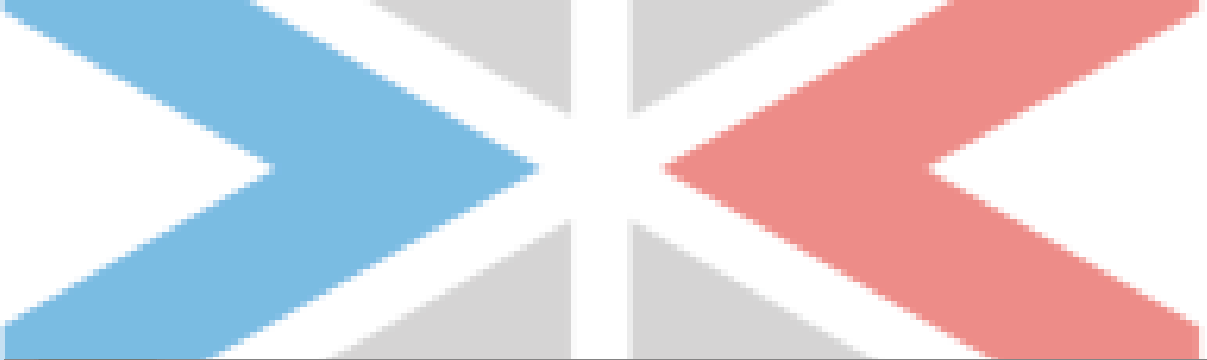
**Role:** Email: kstimp@gmail.com, Name: Kishan MP

**BRT Roster**

- Amsterdam - North Holland - Netherlands - ATV02 (Service: Process: Access Revocation) Location
- San Francisco - California - United States - BEDG01 (Service: Process: Access Revocation) Location
- Amsterdam - North Holland - Netherlands - ATV02 (Service: Process: New User Provisioning) Location
- San Francisco - California - United States - BEDG01 (Service: Process: New User Provisioning) Location

**Business Impact Analysis**  
1 analysis added

- Amsterdam - North Holland - Netherlands - ATV02 (Process: Access Revocation)



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Archive Business Continuity Plans

COUNTRY:  STATE/PROVINCE:  CITY:  SITE:  BUSINESS UNIT:  SUB BUSINESS UNIT:

ALL PLANS (188)

BCP ID	BCP NAME	BUSINESS UNIT	SUB BU	BC LEAD	STATUS	ACTIONS
asd21	Quick plan	Global Finance	Americas Tax team	prajwal.chinchpale@dogratech.com	Not Reviewed	<input type="button" value=""/>
321dsa	Quick plan	Global Finance	Americas Tax team	prajwal.chinchpale@dogratech.com	Not Reviewed	<input type="button" value=""/>
GLOBAL123	BCPGLOBAL	Global IT	Hardware support	prajwal.chinchpale@dogratech.com	Not Reviewed	<input type="button" value=""/>
5412893	GlobalITd	Global IT	HelpDesk	support@dogratech.com	Not Reviewed	<input type="button" value=""/>
GIT235	IT Support	Global IT	Software support	prajwal.chinchpale@dogratech.com	Not Reviewed	<input type="button" value=""/>
cvn321	TESTING321	Global Logistics	Road Transport	prajwal.chinchpale@dogratech.com	Not Reviewed	<input type="button" value=""/>
dsa432	QUICK PLAN2	Global Finance	Americas Controllership	myntrasinghania@gmail.com	Not Reviewed	<input type="button" value=""/>

