

# THE REAL COST OF DOWNTIME IN UK FINANCE

Quantifying the Operational, Reputational, and Regulatory Impact of Cyber Disruption

## Executive Summary

Cyberattacks, IT failures, and regulatory breaches are not theoretical threats — they're daily risks for financial institutions in the UK. The cost of downtime extends far beyond lost transactions; it threatens client trust, competitive positioning, and compliance standing.

This brief explores:

- ◆ The real cost of IT downtime for financial organisations in the UK
- ◆ Real-world examples of cyber disruption
- ◆ The impact of key regulatory frameworks including the UK GDPR and operational resilience rules from the FCA and PRA
- ◆ A practical path to achieving cyber resilience through modern infrastructure

“Cyber resilience is the new business continuity.”



# Measuring the True Impact of Downtime

## Financial Cost Breakdown

APPROX  
**£4.7M**

Average cost of a data breach in financial services

*Source: IBM Cost of a Data Breach Report, converted to GBP*

OVER  
**£7,000**

Average cost of IT downtime per minute for financial institutions

*Source: Gartner, 2024*

**36%**

financial firms report permanent revenue loss following a serious cyber incident

## Operational Disruption



Interrupted payments and clearing



Trading execution delays



Errors in risk assessment models



Breach of SLAs with partners and customers

## Reputational Fallout



Loss of client confidence and trust



Negative media coverage and credit rating downgrades



Increased attrition, especially among high-net-worth and institutional clients

# A Regulatory Perspective

UK regulators now expect resilience — not just response.

Modern financial compliance in the UK requires proactive, ongoing cyber controls and demonstrable recovery capabilities.

Regulation	Key Requirements	Consequences of Non-Compliance
UK GDPR	72-hour breach notification, data minimisation, secure storage	Fines up to £17.5M or 4% of annual global turnover
FCA/PRA Operational Resilience Regulations	Identification of Important Business Services, Impact Tolerance testing, regular scenario-based testing	Regulatory intervention, financial penalties, reputational damage
PCI-DSS	Secure cardholder data management and auditing	Potential for fines, litigation, and reputational loss

11:11 Systems aligns recovery and protection tools to meet the UK’s evolving regulatory landscape.

## Real-World Case: A Disruption Snapshot

### CASE

International Insurance Provider – Ransomware Incident, 2023

### THE INCIDENT

Ransomware encrypted mission-critical systems, halting UK and EU operations for 36 hours

### WHAT WENT WRONG

No automated failover systems; backup infrastructure lacked immutability

### IMPACT

- ◆ 12% customer churn in the two weeks post-incident
- ◆ £8.7M in penalties and recovery costs
- ◆ Required disclosure of material impact in annual reports

### HOW 11:11 COULD HAVE MADE A DIFFERENCE

- ◆ Early threat detection and network segmentation
- ◆ Automated disaster recovery with DRaaS
- ◆ Cloud backups with immutability and cross-region redundancy
- ◆ Full audit trails to support regulatory reporting



## The 11:11 Advantage

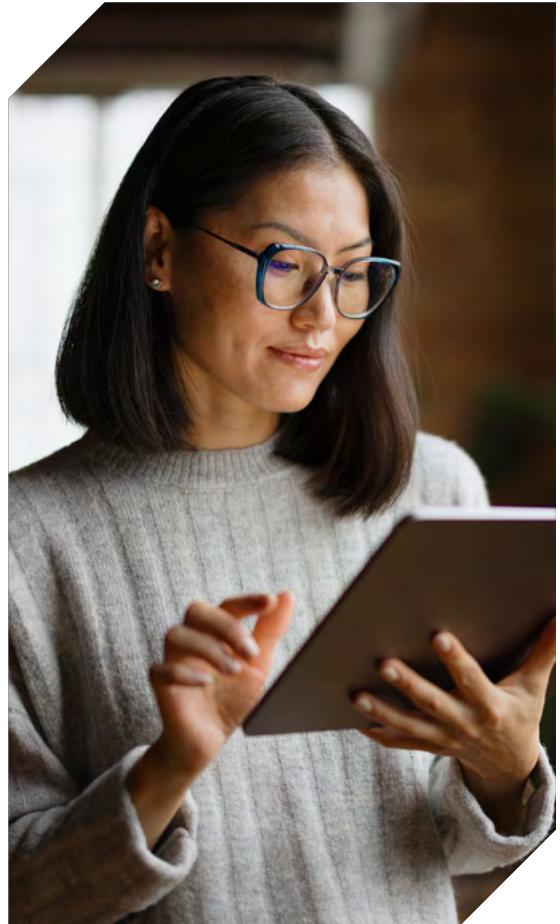
### Resilience You Can Prove — Built for UK Financial Institutions

Our platform delivers a seamless, always-on approach to cyber resilience:

- ◆ **Disaster Recovery as a Service (DRaaS)**  
Rapid failover with sub-minute RTOs and RPOs
- ◆ **Backup as a Service (BaaS)**  
Secure, encrypted, immutable, and UK compliance-ready
- ◆ **Security Monitoring and Managed Detection**  
24x7x365 proactive visibility and threat response
- ◆ **Audit-Ready Reporting**  
Aligns with UK GDPR, FCA/PRA Operational Resilience, PCI-DSS, and more

With 11:11 Systems, UK financial firms can:

- ◆ Shrink downtime from hours to minutes
- ◆ Reduce recovery costs by up to 60%
- ◆ Confidently demonstrate compliance to regulators and auditors



## Book Your Free Resilience Assessment

What would just one hour of downtime cost your organisation? Don't wait for a breach or a regulatory audit to expose your vulnerabilities. Schedule your Complimentary Cyber Risk and Resilience Assessment with 11:11 Systems:

- ◆ Bespoke cyber risk scoring for your organisation
- ◆ Mapped assessment against FCA, PRA, and UK GDPR standards
- ◆ Resilience roadmap tailored to your IT environment

[CLICK HERE TO BOOK YOUR ASSESSMENT](#)

