

# EMERGENCY NOTIFICATION SYSTEMS - Supplier Directory

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**Vocal Headquarters, 846 The Crescent  
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1-877-201-1213 (US)**

**Visit: [www.vocal.co.uk](http://www.vocal.co.uk)  
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**Email: [info@vocal.co.uk](mailto:info@vocal.co.uk)**

For the past 10 years Vocal have been a leading provider of emergency notification, on demand messaging, business continuity and incident management solutions to some of the world's largest organisations. Vocal's systems help organisations to communicate, plan and manage their response to any business situation.

Vocal's multi award winning iModus system is a scalable and flexible platform to match any requirement, operational need, size, structure and budget. With iModus you can seamlessly manage communication, data, documents and plans online within a resilient, protected and fully secure and encrypted environment.

iModus operates in over 85 countries across a wide range of industries, including finance, insurance, retail, education, manufacturing, transport, construction, pharmaceuticals and utilities. iModus is also used at the highest levels of central and local government, NHS, commerce and emergency services and, was also selected as the emergency notification and incident management solution for the 2012 London Olympic-Paralympic games.

*Emergency Planning Awards: Winners: Most Innovative Product of the Year 2012, Most Innovative Solution of the Year 2010. Finalists: Most Innovative Solution of the Year 2011, The Business Continuity Awards: Winners: Most Innovative Product of the Year 2008. Finalists: Specialist Company of the Year 2012, Specialist BC/DR Company of the Year 2011. Most Innovative Solution of the Year 2012, 2010 & 2009. Crisis Strategy of the Year: 2010. Business Continuity Planning Software of the Year 2012 & 2011*



**AI ControlPoint  
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ControlPoint is a suite of sophisticated management software designed specifically for the prevention and containment of incidents.

ControlPoint modules provide support for the escalating stages of a problem, which together deliver complete cover for the management of any size of issue.

- **AIDashboard** captures details about an incident and automatically shares key information with the relevant staff.
- **AIControlPoint** replicates your physical incident room for remote access and real-time decision making, significantly reducing response times.
- **AINotify** alerts staff and contractors via secure SMS, email, pager & voice of key incident information.
- **AIAFP** instantly lets you know the location and condition of all your staff and contractors.
- **AILearning** delivers online training and reports on all information within the system. Interaction with the system is recorded and logged for use in de-brief and training.

Trusted by leading organisations including easyJet, Thomas Cook, ING, Petrofac and the Foreign Office, ControlPoint is a solution you can be confident will support your business when you need it most.



**Call +44 (0)844 863 3000  
Email [enquiries@phoenix.co.uk](mailto:enquiries@phoenix.co.uk)**

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Shadow-Planner is an award winning Software-as-a-Service solution that streamlines structured Business Continuity Management to make it quicker, more efficient and cost effective.

The solution comprises a suite of integrated software modules designed to support the BCM lifecycle. It helps firms of all sizes achieve strong and effective business continuity plans that are continually updated. Shadow-Planner Emergency Notification functionality and Mobile Device access to plans now provides organisations with powerful Incident Management tools.

Organisations in the financial services sector, public sector and others in regulated industries have used Shadow-Planner to help comply with business continuity standards such as BS25999 and other specific codes of practise.

#### Key features and benefits of Shadow-Planner include:

- Hosted Software-as-a-Service - allowing predictable budgeting, minimal set up costs and no additional strain on your IT resources
- Facilitates Speedier Recovery - in the case of an incident or disaster, avoiding downtime and the costs of lost business
- Company-wide Resource - so that information is shared, avoiding data silos
- Fully International and Multilingual
- Support for all aspects of the BCM Lifecycle - including compliance with standards such as BS25999 and other industry specific codes
- Intuitive Interface - making it easy to use - even on an occasional basis, by personnel with no specialised IT or business continuity knowledge
- Task Management - system-generated reminders and automatic escalation using workflows, ensure the BC plan is kept up-to-date, with an audit trail to demonstrate compliance
- Browser-Based - quick and easy business-wide deployment means it's accessible always and everywhere
- Strong Security - your data is safe, with security built into all aspects of the solution
- Business Impact Analysis - helps identify the most critical processes, perform gap analysis to compare recovery point objectives vs achievable times, identify peak and normal recovery requirements
- Software Commissioning and Project Management - available from our highly qualified and experienced professional services team
- Mass Notification and Message broadcasting and response tracking via SMS and/or email directly within Shadow-Planner
- Shadow-Planner's unique perspective filtering feature allows message recipients to be accurately targeted and responses can be tracked and viewed in real-time
- Seamless integration to mainstream notification systems such as MIR3, Fact24 and iModus also available

**Contact Phoenix to find out more about the unique benefits of Shadow-Planner. Call 0844 863 3000  
email [enquires@phoenix.co.uk](mailto:enquires@phoenix.co.uk) or visit [phoenixitgroup.com/shadow-planner](http://phoenixitgroup.com/shadow-planner)**

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You can tell a lot about a person by the company they keep. The same goes for us.

KPMG, JP Morgan Chase, Commerzbank, Nomura, Standard Life, Man Group, Marks & Spencer, AstraZeneca, ConocoPhillips and National Grid. Blue chip companies who are best practice and thought leaders in their respective fields. They come to us for notification services. If your own organisation would consider them as good company to keep, come and discuss your enterprise notification needs with us. As you can see, we have a good track record of helping out. We're the only company known to guarantee 99.995% service availability. We're also ISO 9001 and BS25999 certified, so you can be sure your sensitive corporate data is safe in our hands. Contact our Vice President of Business Development, Justin Rhodes on 07960 197533, or email him at: [justinr@criticalall.co.uk](mailto:justinr@criticalall.co.uk). He'll be happy to arrange a personal demonstration. Alternatively, you can take your own product tour now at: [www.criticalall.co.uk/tour](http://www.criticalall.co.uk/tour)



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Web: www.pageone.co.uk**

As a leading mobile technology provider and a Government-approved organisation, PageOne have become one of the UK's most trusted messaging specialists.

From routine administration to mission critical messaging, PageOne have successfully helped both corporate and public sector organisations become more efficient and responsive. With **Flare**, PageOne's award-winning suite of incident management and business continuity solutions, messages can be sent to a combination of mobiles, emails, landlines and pagers, enabling organisations to equip themselves with a secure and reliable communication platform. Multi-device delivery and multi-channel response presents users with a powerful tool to help manage resources more efficiently and make better-informed decisions. Whatever the business need, **Flare** offers the speed and resilience organisations can depend upon in the most demanding circumstances.

The **Flare** suite also contains some distinctive products, such as escalation, voice, smartphone, mapping and location-based services, and a unique IVR platform, which enables staff to register their status in the event of an emergency.

## SUNGARD® Availability Services

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USA Toll Free: 1-800-468-7483  
as.software@support.com  
www.sungardas.com**

### SunGard's Continuity Management Solution

#### Business Continuity Management made easy. And efficient. And reliable.

SunGard's Continuity Management Solution (CMS) is designed to maximise your time as a BC expert; by making the administrative management of BC as easy and yet comprehensive as possible. Instead of creating queries, pivot tables and ad-hoc coding you should be utilising and implementing:

- Easy-to-use wizards and templates allowing you to have the tool set up and functioning quickly and easily
- Intuitive management of the system with scheduling and ready-to-use reports allowing delegation and reminders to be set up at the click of a button
- Efficient use of data by eradicating duplication of information, time and workload by being a one-input system
- Import capabilities for all your existing plans to ensure your hard work and intellectual property transfers to your new improved BC tool.

#### The tools you want for the work you do.

Unlike other tools that BC managers traditionally find themselves using, CMS is designed for purpose. Its interface, functionality and end-goal are all designed specifically with Business Continuity in mind - taking the headache of admin and plan development away and leaving you with time to think smarter about the BC processes you oversee.

Harnessing more than 33 years of risk management expertise and 21 years of development, CMS comprises a number of powerful software modules including:

- **LDRPS®** - award winning\* BC planning software
- **BIA Professional®** - intuitive BIA survey tool for overall strategic planning
- **Risk Assessment** - obtain a complete understanding of location based risks
- **NotiFind** - the complete crisis communication tool to stay in touch with staff
- **Incident Manager®** - virtual command centre for communications, tracking and monitoring of incidents
- **Vendor Assessment** - ensure your supply chain is resilient
- **Workforce Assessment** - discover and leverage your workforce's skills to recover
- **Test Management** - save time and money in pulling together and assessing test performance.

SunGard's CMS BCM Software is but one of our many award-winning\* Information Availability solutions, avail yourself of our other services: Cloud Infrastructure, Managed Services, Continuity Consulting and Technical Consulting.

\* Business Continuity Awards: Service Provider of the Year - 2011, 2010, 2009, 2006, 2005, 2002, 2000, 1999; Finalist - 2009, 2008, 2007, 2006, 2005, 2004, 2002, 2001, 2000; BCM Software - Finalist 2011, 2010, 2009, 2008; Most Innovative Product 2004 - LDRPS; 10th Anniversary Awards for Outstanding Excellence in Business Continuity - 2008

\* Financial-i Leaders in Innovation Awards: Winner 2011, 2010, 2009, 2008, 2007 - Best & Most Innovative Disaster Recovery & Business Continuity Supplier

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**[www.safeguardcomms.co.uk](http://www.safeguardcomms.co.uk)**

Safeguard Communications (UK) Ltd is one of the country's leading providers of automated emergency notification solutions.

Leading UK and international organisations across all industry sectors rely on our award winning solution Alert Cascade to deliver effective communications and response to business disruptions, crisis situations and incidents and is the optimal communication platform for delivering your messages by voice and/or text messages to tens, hundreds or thousands of people within minutes.

Quarter 1 2013 sees the launch of a new version of Alert Cascade with enhanced iPhone, iPad and android applications along with social media notification feeds. Early 2013 will also see the introduction of a new product line up, enhancing our communications portfolio to include such solutions as additional SMS tools, DR telephony and Cascade Up telephony solutions.

For more information contact: [info@safeguardcomms.co.uk](mailto:info@safeguardcomms.co.uk)



COMMUNICATIONS-SERVICES

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**[www.f24.com](http://www.f24.com)**

FACT24 is Europe's leading alerting and notification solution used by over 500 organisations across the globe.

The web-based solution renowned for:

- Speed** - Notification via up to 480 parallel telephone lines simultaneously;
- Flexible** - Alarm scenarios stored and adjustable to varying incidents;
- Security** - High-availability systems and secure redundant structures;
- Simple** - Intuitive operation;
- Global** - All over the world, in a range of languages;
- Crisis Management** - Real-time incident management logging;
- Adaptable** - To suit basic or sophisticated business continuity programs;
- Cost-effective** - No software or hardware costs;

To receive a demonstration and have access to your very own 30 day pilot trial of FACT24, then please email: [office\\_uk@f24.com](mailto:office_uk@f24.com) and make reference to the CIR directory publication.



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Cobalt® is the next generation of Crisis Management and Business Continuity applications every organization needs to properly plan for and react to the crises that threaten critical operations.

From gathering and updating all information needed to properly recover after disaster strikes, to efficiently taking decisions and communicating them to all concerned employees during a catastrophic event, Cobalt® is the essential tool that transforms data and ideals into concrete and applicable Emergency Management processes.

Combining web-based and mobile technology with Business Continuity and Crisis Management best practices, Cobalt® represents a new age where Business Intelligence meets strategic Emergency Management, and where any and all organizations have the proper tools and reflexes to avoid the devastating impacts of various calamities.

To schedule an online demo please visit [www.e-cobalt.com](http://www.e-cobalt.com)



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