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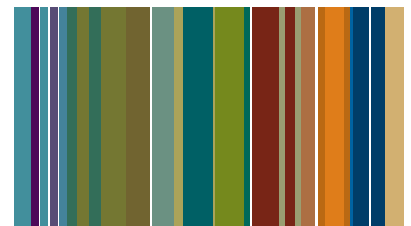
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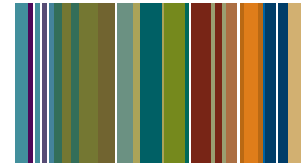
Business continuity software report

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Extended enterprise resilience



Keith Tilley says new risks require fresh approaches to resilience

In *CIR's Business Continuity Software Report 2011*, we

highlighted the increasing requirement for business continuity managers to understand both the internal and external interdependencies that their organisation is subject to. Even the smallest of companies have to deal with an intertwined web of suppliers, customers, partners and employees spread across a variety of different locations – often globally.

The earthquake and subsequent tsunami that devastated areas of Japan in March 2011 tragically highlighted the importance of our warnings. The impacts were felt throughout the global supply chain; with critical supplies and components failing to be delivered across numerous industry sectors, most notably the automotive industry.

At the heart of the issue was a reliance on single source supply that was established for many years as business best practice, ie. the establishment of long-term supplier relationships with supply operations set up close to the main assembly plants in order to obtain the optimum price and value.

If any of you have seen the recent BBC series with Evan Davies, *Made in Britain*, you will recall that the Japanese model described above is not uncommon in the UK's technology parks. So as well as your own company's risk locations, BC managers should not forget to assess the risk locations for key suppliers and be confident that your suppliers' BC arrangements meet your business requirements not just theirs.

In 2011, SunGard sponsored a BC event for procurement and supply chain executives

through the Chartered Institute of Purchasing and Supply (CIPS). While many members were aware of the British Standard for Business Continuity, BS 25999-II, virtually none had applied the value of the standard to their supply base but instead relied upon contractual statements and SLAs. Viewed through the prism of Japan, these are relatively meaningless unless they are underpinned with a credible supplier BC plan. Car plants have stood idle and car repairs were delayed for several weeks while procurement executives attempted to grapple with the value of the SLAs and contracts to which they had committed with their suppliers.

Not all businesses deal with physical products, however all the points described above apply to processes or IT that you have offshored or outsourced to low cost regions which may be less politically stable or be exposed to greater risks than you might find in your domestic country. Just because the process is not within sight, it doesn't abdicate your responsibility to protect it or make it resilient. So your BC plans will need to reach across different cultures and time zones to build in process continuity from end to end. Suddenly, dependency mapping becomes more complex when a disruption occurs at a time outside of your suppliers' usual business day.

Horizon scanning

Since the last *Business Continuity Software Report*, social media has risen to the fore in BC managers' minds as a considerable area of risk, partly via publically driven events where the offending organisation was savaged by social media commentary. BC managers

must now recognise social media as a considerable force and threat which should not be left solely to the PR function to manage. Failing to adequately deal with business issues that affect customers can quickly turn into a social media fire storm capable of wiping vital percentage points off business valuation – sometimes as many as tens of percentage points at a time!

This year is fast becoming the 'year of the cyber attack'. Hardly a week has gone by without a high-profile website attack or outage; and hacker organisations, such as LulzSec and Anonymous, have become well-known brands. The damage to reputations and brands, as well as to corporate profits, has in some cases been substantial.

Doing their best to keep on top of these new and emerging threats is the BC manager, whose entire risk landscape has become considerably more complex and requires constant horizon scanning to identify the next risk or threat before it becomes mainstream – by which time, it has already claimed the first of its victims in a potentially spectacular manner, and, as experience tells us, often in full view of an increasingly unforgiving media.

How you go about keeping a handle on this complex, dynamic risk landscape is up to you. BC professionals must have the right tools to do the job effectively. Such purpose-built solutions exist today – suffice to say, traditional office software no longer cuts it.

When it comes to planning an emergency response, flexible and resilient communications are vital. It is easy to overlook the role of communications in an age where systems tend to work most of the time. However, an effective recovery response relies on driving the required



SUNGARD AVAILABILITY SERVICES CONTINUITY MANAGEMENT SOLUTION (CMS)

behaviour and any BC plan that does not address this issue effectively will likely fail.

As technological advances have aided the growth of homeworking and hot desking in recent years, communicating with large numbers of employees – let alone suppliers and customers – can be a hugely complex task. BC managers today have to consider a plethora of communication channels – email, SMS, intranet, phone, social media, or a combination of these – before even thinking about message content.

Getting it right

High profile communications failures in recent years include the response to Hurricane Katrina in the US. New Orleans residents were unable to tell rescuers their location and rescue workers were unable to contact headquarters or each other. Police could not enter the City, as they were unable to reach anyone who could authorise their entrance.

Closer to home, rescue efforts were notoriously hampered after the London bombings by well-publicised communications failings. Reliance on already overloaded mobile phone networks meant that emergency rescue teams were unable to communicate properly between the multiple explosion sites underground, with their colleagues at ground level and even the emergency control room.

The chaos was widespread. Numerous organisations near the scene of the blasts discovered that their inability to communicate with employees – including those key to a recovery – threw their BC plans into disarray. A medical Journal, for example, having hurriedly evacuated its staff to safety, found that it could not convene its crisis management team as overloaded mobile phone networks were out of action and the informal nature of the evacuation meant it was not physically possible to locate team members.

No matter what industry sector you operate in, whatever the nature of the disaster, an

effective crisis response demands that you are able to inform and mobilise response teams, give instructions to employees and communicate with suppliers, customers and other stakeholders. Furthermore, you need to establish a way for those parties to communicate with you. (Many companies set up a dedicated emergency line specifically to enable employees to call in or text to report that they are safe).

A successful plan will allow for inevitable communications failures such as downed phone lines by obtaining multiple methods of contact such as home numbers, email addresses and mobile numbers. It will note other salient information such as employees with relevant skills, those with caring responsibilities, distance away from the office or recovery site and so on.

But managing all this information (and keeping it up-to-date) can be a complex task, particularly as plans usually draw on relational data. If one variable changes – the disaster location, for instance – it may well have a knock-on effect on several aspects of the BC plan such as the primary and secondary recovery sites, the key workers to be allocated valuable workplace recovery positions, those who can support the recovery by working remotely and so on.

This is where specialist BCM software has the edge on its clunky, general purpose office software counterparts. Businesses today have many highly complex plans and keeping them up-to-date can be an onerous task. SunGard's Workforce Assessment tool – part of our award-winning Continuity Management Software (CMS) suite – integrates with all our other CMS software modules and automatically updates all related plans. As well as saving hours of time for the busy BC manager, this significantly reduces the risk of human error involved in manually updating data in all numerous spreadsheets and documents.

When it comes to communicating en masse with employees or suppliers in geographically dispersed locations, the NotiFind module can

broadcast messages using multiple methods of contact populated from one master database in minutes. Where a response is required, NotiFind will chase individuals down until a reply is received.

Want to build a picture of all the risks that could affect your business? The Risk Assessment module will help you evaluate the likelihood of threats, large and small, to your work environment – from the power outage caused by a worker cutting through a power cable in the street to a terror attack on the Olympic Games.

How prepared are your critical suppliers, and do their Recovery Time Objectives meet your business needs or purely their own? Vendor assessment will help you map your vulnerabilities.

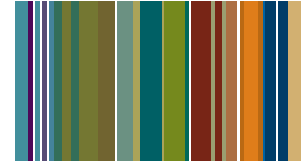
Then there is the content of your message to consider. As the SunGard-sponsored Source for Consulting report *Leaders in Business Continuity and Resilience* points out, when people are in a crisis situation their reading ability drops by four of five levels. So the challenge for BC managers is to keep their plan as concise as possible and ensure that each instruction is no more than six or seven words.

For the same reason, it is probably not a good idea solely to disseminate BC plans electronically: in a crisis, people are liable to forget their password or be unable to use the keys. Organisations also need to consider that many incidents – flooding or pandemics, for example – will affect not only the business, but also the wider community. In these situations, your employees will be thinking about their homes and families and ensuring that the business is back up and running as soon as possible will not necessarily be a priority.

Keith Tilley managing director UK and executive vice-president Europe, SunGard Availability Services

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CONTINUITY MANAGEMENT SOLUTION (CMS)



Setting out the stall

David Adams examines how the market is responding to the needs of its customers

Some types of software have been known to evolve to meet a fundamental business need, then remain largely unchanged for decades. The same, however, cannot be said for business continuity software. Although it exists to meet a fundamental business need, its developmental path has demonstrated itself to be as fluid and unpredictable as one of the continuity incidents it is designed to mitigate.

In part this is because business continuity planning and incident management are still relatively new disciplines.

The pattern of development described by Saul Midler, managing director of Linus Information Security Solutions, is not unusual: when first operating a decade or so ago, his company's offerings were based largely on the company's founders' own experience and knowledge. Over time they evolved to incorporate elements of BS 25999 and requests for new functionality from end users. One key reason why the pattern of development in this software is unpredictable is that those end user requirements are so difficult to predict, particularly against a backdrop of economic turmoil and technical advances like cloud computing and the rise of the smartphone.

These widely differing end user requirements mean that while there may be a standard for best practice in business continuity planning, there is no such thing as standard business continuity software. It is no surprise that flexibility is a key strength of the best business continuity software.

Ravinder Ahluwalia, assistant finance director at Circle, which uses bespoke

business continuity software, explains that the most important attributes of the system were flexibility and a level of user-friendliness that would allow staff across the organisation to participate in creating a comprehensive and effective plan. "We wanted a tool that would ensure we could comply with [BS 25999] and meant that good practice could be shared very easily," he says. He adds that in that respect, the system allows them to do whatever they want to do.

Beating the downturn

Naturally, the economic troubles of the past three years have had an impact on the business continuity software market.

"People don't tend to throw as much cash or time at continuity during a recession and you'll find budgets are squeezed," says John Robinson, managing director at Inoni. "But then you'll see events like the [August 2011] riots. So there's a push/pull. He says many organisations ask for solutions that will enable alignment with a business continuity standard without them having to spend time and money on a formal compliance exercise.

Linus's Midler says demand for consultancy services increased during the recession as software sales fell, but he also reports a renewed interest in software in recent months, something he puts down to factors including the natural disasters that have afflicted Asia and Australasia in 2011 (Linus is an Australian company) and Revive's victory in the *Business Continuity Management Planning Software of the Year* category at this year's Business Continuity Awards.

Meanwhile, Darren Howell, marketing

manager at SunGard, reports that the enterprise level end users in SunGard's customer base have continued to invest in software during the economic slowdown in part because it can enable operational efficiency gains and time savings that help the bottom line.

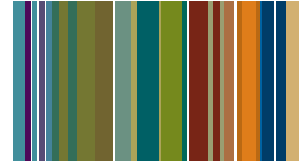
Cosmote Mobile Telecommunications, the largest mobile operator in Greece, is a SunGard customer. John Zeppos, group business continuity management deputy director at Cosmote says one of the most valuable aspects of SunGard's Living Disaster Recovery Planning System (LDRPS) is the extent to which it can secure the confidential information held within it. The standardised tools SunGard offers also make it easier for Cosmote and its auditors to assess business continuity planning effectiveness.

Insurer RSA has been using ICM's Shadow-Planner software since 2004, on a Software as a Service (SaaS) basis, for continuity planning and management. Ian Houghton, manager, continuity and technology at RSA (UK) says it was looking for a solution that was flexible and customisable. "We didn't want to be in a position where the system dictated what our business continuity plan looked like," he says. "If you look at what we had before, we've just been able to lift it out of Word and straight into Shadow-Planner. The system is incredibly easy to use, so people can just touch on it once every two or three months to make changes."

When RSA started using the software it identified several key changes it wanted. These enhancements have benefitted its



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“Many organisations ask for solutions that will enable alignment with a business continuity standard without them having to spend time and money on a formal compliance exercise”

other customers, including financial sector companies and public sector organisations. The two companies are currently working on a new incident management module for BlackBerry smartphones, to be trialled in the next couple of months.

At Linus at least three end users need to ask for a specific change before it is made. Saul Midler says this usually results in roughly one significant change and two or three little tweaks each year. These tend not to be wholesale alterations, but include enhancements such as integration of the communications function with Skype.

The publisher DC Thomson purchased Revive in early 2011. According to Graham McKay, chief information security officer at DC Thomson, Revive was chosen because it met the company's requirements and would be easier to implement, follows best practice and is low cost in terms of training as anyone with even a little experience in business continuity can pick it up very easily.

He also praises its ability to integrate with Skype, as well as the software's dependency mapping tool; and business analysis capabilities that mean he can examine the effect on business continuity plans and operations of the company altering or outsourcing a business unit

or function.

As Mike Osborne, managing director for availability solutions and development at ICM points out, user-friendliness is important to larger organisations where employees with differing skillsets and roles may all need to access the solution from time to time; but also for smaller organisations, where members of staff who are not business continuity specialists – administrators, IT or finance directors, for example – may end up with responsibility for the business continuity function.

A mobile environment

There are other identifiable themes in software development that relate to changing end user requirements. For example, one of the most important changes ICM has made to its software in recent years has been to respond to the growth in the use of smart mobile technology by making it possible to access plans via smartphones.

Osborne also sees a growing emphasis on the “human side of business continuity”. Following events like 9/11 and 7/7 there is, he says “an appreciation that a business has a responsibility to understand where people are after an incident and to pass that information on to family members.”

Another theme is the need for organisations to improve business continuity arrangements within the supply chain. Revive enables end users to define contacts in the supply chain as a resource, whereupon the solution requires the end user to build a strategy to transfer dependency away from that particular supplier if necessary. ICM's software allows organisations to assess the answers given by suppliers to business continuity readiness questionnaires at a glance via green, amber and red classifications; while Inoni has developed a solution that enables suppliers to consolidate questionnaires so they don't

have to keep answering the same questions over and over again when asked them by their customers.

Another influence on development is the fact that a broader range of organisations are now implementing business continuity. Existing players may find more new providers nudging onto their turf, from chemical or oil companies for instance, keen to pass on the benefits of their own business continuity technologies, to new cloud-based service providers.

But whatever form business continuity software may take in future, what does seem certain is that the most successful offerings will be based on a sound assessment of end users' needs and a productive relationship with end users. That brings the business continuity plan to life and helps end users to identify weaknesses in business processes, too.

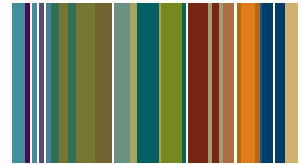
Business continuity is about building resilience. It enables organisations to respond quickly and positively to change, and that is exactly what the software market in this industry must strive to do. Competition in this space is continuously increasing, and thus the capabilities of top-end products continuously improving.

“Whatever form business continuity software may take in future, what does seem certain is that the most successful offerings will be based on a sound assessment of end users' needs”



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CONTINUITY MANAGEMENT SOLUTION (CMS)



Your guide to business continuity
management software

Business continuity software report

SUNGARD CONTINUITY MANAGEMENT SOLUTION SUNGARD AVAILABILITY SERVICES

SUNGARD® Availability Services

Function: SunGard's CMS is a comprehensive solution designed to manage all phases of the BCM lifecycle and advances in recovery technology and techniques such as the virtualised recovery desktop and soft phones. The suite can be purchased in modules so that a fledgling business can start off with lower cost starter modules and upgrade in line with its business growth and complexity avoiding a time consuming migration at a later date.

Launched: 1988, continuously developed since, with a comprehensive array of additional modules released in 2010. These new modules cover risk assessment, work force assessment, and vendor (supply chain) assessment.

This product is typically aimed at multi-site and large-scale organisations looking to improve their business resilience, by using software to help them manage and automate the complexity arising from multiple plans across multiple sites. This helps to improve resilience without increasing headcount. It is aimed at both the public and private sectors.

The product is aimed at both the public and private sectors. SunGard's CMS is also suitable for those organisations that originally developed their plans in MS Office but now find that business growth and constant change means that MS Office based plans are no longer suitable to use as the relational data and macros now embedded in the plan need constant attention and upkeep.

SunGard's CMS allow users to develop call lists as easily as they can open, move files, and map dependencies. This allows users to see what processes and applications are dependent on others in during a

crisis. Planning tools are also designed with key regulations in mind that enable users to build comprehensive, compliant, and complete BCM programmes.

The service is accessible using a web browser from any location. The product's licensing model is flexible; users can choose to host the software themselves, or have SunGard host it for them.

SunGard's CMS has been designed to allow organisations to implement good practice in business continuity management (BCM), as explicitly or implicitly required by many standards including, but not restricted to Sarbanes-Oxley, NFPA 1600, BS 27001, Civil Contingencies Act 2004, The New Basel Capital Accord, NASD Rules 3510 and 3520, New York Stock Exchange (NYSE) Rule 446, FFIEC BCP Handbook, Executive Order 12656, Health Insurance Portability and Accountability Act (HIPAA), Statement on Auditing Standards (SAS) 70 audit reports, North American Electric Reliability Council – Standard 1200, and Information Technology Infrastructure Library (ITIL).

SunGard's CMS fully supports BS 25999, by allowing organisations to use the solution as a framework for implementing the standard. All phases of the standard are supported allowing organisations to complete a business impact analysis (BIA), plan their strategy, implement their plans, manage their testing and reviews and report to their management their preparedness.

Customers are advised to take regular training classes to help maximise the value of investment. SunGard offers a host of training opportunities for the industry so that customers can train a wide cross section of users.

SunGard's CMS is available in the UK, France and the US from SunGard Availability Services, and across the world through authorised representatives.

Live demos and Webex demos are available upon request.

Tel: 0800 143 413
www.sungard.co.uk



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**ALIVE-IT – BC FRAMEWORK
CONTROLL-IT GMBH**



Function: Plan development and execution in case of disaster, emergency plans and IT recovery plans. With Grade-It: BIA and risk impact analysis.

Launched: 2001.

alive-IT supports all aspects of the planning process. With its built in wizards, the software also supports culture and awareness programmes which makes the product well suited to enterprise-wide roll-outs. A BIA module is the latest addition to this software. Supporting BS 25999, alive-IT is fully web-based and can be accessed from any PC with a web browser. All software modules necessary for the operation are included in alive-IT except the database management system and, if needed, database clients (especially for Oracle and DB2).

Apache Tomcat is provided for the web server. An integration of Apache web server and IIS (MS Internet Information Server) is also possible. Sun Java 5 (JDK 1.5.x) is assumed to be present. With alive-IT, resource classes can be freely defined. Users can automatically import data from existing databases (batch and online). An essential aspect of alive-IT is its process modelling. Diagrams are automatically generated. Alive-IT's resource data/resource management function enables optimisation of an enterprise's data administration, including customisable definition of data and data classes. Secure access of alive-IT is organised in four steps: authentication, encoding, bugging protection and rules-based authorisation. Alive-IT can be purchased or leased. Training can also be purchased.

**Tel: +49 (0)40 89 06 64 60
www.controll-it.de**

**BUSINESS PROTECTOR
BPSI – BUSINESS PROTECTION SYSTEMS
INTERNATIONAL**

Function: Full BCM lifecycle, risk, BIA, BC and IT/DR plan development and maintenance.

Launched: 2000. Current version: 5.0 (2011). Available hosted or self-hosted.

BPSi helps organisations of all types, size and budgets deploy effective risk management plans with user-friendly software. BPSi's decision support tools aim to help the user understand operational business risks so they can minimise the impact of any business interruption. This software is ready to use, with comprehensive sets of templates based on industry-standard methodologies. It is also flexible, allowing users to adapt plans to specific objectives. The software's simple interface aims to make easy work of plan administration, organisation and implementation. Business Protector is web-based, providing a secure, redundant platform that can be accessed from any web-connected location.

**Tel: 020 8002 9029
www.bpsi.com**

**CLEARVIEW
CLEARVIEW CONTINUITY**



Function: Single easy to use application facilitating the administration of BCM within organisations of any size, encompassing BIA, planning, exercise management, risk assessment, vendor assessment and notification.

Launched 2003.

ClearView is simple to use for the non-BC specialist, supports BCM best practice and has minimal requirement for administrative support. The software is accessible from any web browser and mobile devices such as iPhone and BlackBerry. It can be implemented without extensive costly consultancy and requires minimal training. BS 25999 is fully supported, so that the solution may be used as a framework for compliance with the standard. Organisations can complete BIA, plan strategies, implement response and recovery plans, manage testing and reviews and provide compliance reports to management. Automated workflow technology sends email reminders to plan owners to perform reviews and maintenance tasks, with escalation to management in the event of non-performance. A management dashboard with red/amber/green indicators allows rapid compliance reporting.

The user interface is flexible to allow for easy customisation to meet specific requirements and existing plans can be easily imported, saving time and easing implementation. ClearView is generally provided as a hosted solution, but may be hosted by the customer if preferred.

All client data is stored securely, protected by 1024-bit Public Key Encryption and ClearView is both ISO9001 and ISO27001 accredited to reflect our commitment to global standards in quality processes and information security management.

**CLIO
BADGER SOFTWARE**

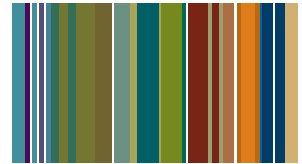


Function: To help companies manage all types of exceptional incidents.

Launched: 2005

CLIO is a critical incident management software

SUNGARD AVAILABILITY SERVICES
CONTINUITY MANAGEMENT SOLUTION (CMS)



system that helps companies to protect the welfare and safety of their employees, ensure business continuity, protect resources and preserve reputation and credibility in the event of a major incident. Developed jointly with the police and emergency services and proven over ten years in the most demanding of environments and situations, CLIO is now used by over 60 police forces and law enforcement organisations throughout the UK and overseas. It is now finding increasing applications in commercial organisations where it will improve the quality of response and thus minimise the effects of all types of exceptional incidents.

More flexible and reliable than paper-based systems, CLIO is web-based with full compatibility with Internet Explorer and many other browsers and therefore gives all members of the incident team real-time access from anywhere via a PC, laptop, BlackBerry or Smartphone.

Vital resources such as briefing updates, subject profiles, maps, pictures, sound files or video can be stored in an area where they can be found quickly and easily while actions and related tasks can be created and assigned to users, allowing them to reply, reassign, add notes and delegate related tasks to other individuals.

Every event in an operation is logged in detail and after the incident a time log and full, incorruptible audit trail with evidential proof is produced that can be used to demonstrate duty of care in any subsequent legal action.

CLIO is able to take an organisation's plans, which have been developed manually or by use of any BIA/plan builder software, and turn them into templates that can easily be activated and controlled when the crisis actually occurs.

CLIO does not currently offer the business analysis and plan building tools but these will be included in a sister product to be released in early 2012. It will integrate fully with CLIO so that a click of a button will activate and launch those plans to ensure a quick and effective response in times of crisis.

Tel: 01 18 946 4488
www.badger.co.uk

CONTINUITY COMMANDER
CONTINGENZ CORPORATION

Function: Guided analysis to develop BC and DR plans and operational information.

Launched: 2003. Version 4.0: 2010.

Continuity Commander (formerly IMCD Business Backup) supports the planning and maintenance of BC and DR plans and is compliant with relevant ISO and British Standard specifications.

Users require a Windows PC workstation. Reports can be posted on websites using PDF or HTML generated outputs. Training is not usually required for this product.

Tel: +1 310 906 0589
www.contingenz.com/imcd

CRISIS COMMSUITE
CPA SOFTWARE LTD

Function: Externally-hosted, secure, web-based information storage and communications.

Launched: 2007. Beta version: 2006.

CrisisCommsuite aims to make vital information (during invocation, testing or post-incident review) available to all authorised users, regardless of location.

It does not aim to undertake BIA, risk or plan writing functionality, but rather provides a readily available platform for the output from those projects to be stored, distributed and made available to support time-critical decisions at the time of an incident or in testing/exercising.

Within the lifecycle, Crisis CommSuite is primary a

tool that supports BC programme management, embedding culture and testing, maintenance and review.

Crisis CommSuite provides a whole range of functionality both to support multi-channel communications during a disaster and also to create a virtual battle-box that can be accessed individually or on a shared basis at a command centre or EOC. It supports a media management facility, the opportunity to assign and re-schedule tasks as an incident progresses, an automated means of assessing levels of impact and the automatic notification of the appropriate levels of contact.

The objective of this product is to work worldwide with all other products such as planning tools and automated callout products (regardless of vendor) to provide a single point of access at critical times.

In BAU conditions it also provides a means of introducing and monitoring plan governance, and helping enforce a maintenance and testing regime in line with defined corporate policy.

In post-disaster and post-testing review it provides absolute proof of what happened when, how and who made what decisions and why.

The product supports BS 25999 and can provide an off-site, virtual storage capability for all of the key control documents required by BS 25999-2.

If an organisation defines its BC management policy and supporting governance structure this can be input into Crisis CommSuite and a series of RAG flags will provide management overview of status and plan currency.

The product uses recognised Secure Socket Layer (SSL) security and incorporates full user ID and password protection, and user profiles dictate which areas of the system the users can obtain access to.

Tel: 01527 61926
www.cpa-ltd.com



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**AVAILABILITY SERVICES
CONTINUITY MANAGEMENT SOLUTION (CMS)**

**DRP & BCP TEMPLATES
JANCO ASSOCIATES**

Function: Templates for creating disaster recovery and business continuity plans in Word formats. Templates include forms and questionnaires that can be used to customise the plan to fit specific needs.

Launched: 1998. Version 5 launched 2008.

Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP) are designed to create, maintain, test, audit, and function in compliance with all enterprise and mandated BC management requirements.

No training should be required to use this product. The DRP and BCP Templates can be used in any enterprise.

Templates and supporting material have been updated to be Sarbanes-Oxley, HIPAA, PCI-DSS, and ISO 27000 compliant. DRP and BCP Templates predate BS 25999 but cover its requirements.

**Tel: +1 435 940-9300
www.e-janco.com**

**DRS
TAMP SYSTEMS**

Function: Consulting, software and plan development, management, maintenance and distribution.

Launched: 1984.

TAMP Systems is a DRI Certified Business Continuity Vendor (CBCV) that provides planning solutions for BC and disaster recovery (DR). TAMP's web-based BC planning and management software, Disaster Recovery System (DRS), can be provided as a Software as a Service (SaaS) or client-hosted model. The DRS software creates plans, keeps plans up-to-date and manages BC management data.

TAMP's consulting services include the development of BIAs as well as plans for BC, DR, crisis management and pandemics. TAMP also offers the Essential Notification System (ENS), which provides automated delivery of voice messages and failover of a current voicemail system for DR.

**Tel: +1 800 252 4080
www.tampsystems.com**

**EBRP SUITE
EBRP SOLUTIONS**



Function: Risk assessment, BIA, process and technology modelling, plan templates, plan development and maintenance, incident management, notification.

Launched: 2003. Upgraded 2006, 2009, 2011.

The process, technology, supply chain and organisational modelling provides organisations with a decision support system facilitated by 'what if' analysis. This product supports the complete BCM lifecycle including risk assessment (asset-centric risk management), impact analysis (business, technology and supply chain), plan development, plan testing and exercising, plan maintenance, incident management (command, control and communications) and integrated notification.

eBRP Suite incorporates NIST 800 suggested nine-step risk assessment methodology including a risk dashboard. The product also provides the ability to create plan templates, embed documents, create checklists and review Gantt charts with granular role-based access control. eBRP Suite contains features that display a to do list on the

login splash page as well as send email reminders to plan owners to trigger plan maintenance.

This product can also be integrated with many of the leading emergency notification systems using web services API for contact database synchronisation as well as to initiate notification natively from within the eBRP Suite. Windows ADS integration and single sign-on (SSO) can be used for user authentication. Training is minimal and can be carried out using a simple manual, or less than two hours of training. In many cases, training can be conducted remotely using WebEx or other collaborative tools.

**Tel: +1 905 677 0404
www.ebrp.net**

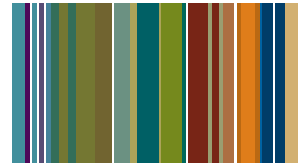
**ESECURUS
NONVERBA**

Function: Awareness and education, plan development, plan maintenance, crisis communications.

Launched: 2004. Major upgrades annually.

eSecurus is the enterprise BCM planning tool that supports all aspects of the BS 25999 recommendations, embedding BCM into the users organisation's culture through understanding the company structure and having the ability to map this visually supporting ease of plan navigation definition of policy; understanding and defining the organisation and stakeholders; and definition of key resources. The software also helps define the risk register; BIA and identification of critical processes; develops business continuity and incident management plans; and assists with invocation and exercise of plans and ongoing maintenance and review of BCM strategies. Additionally, internal audit can be supported through NonVerba's elnviso software, along with state of readiness reporting and management oversight through dashboard technology; change management and audit control.

SUNGARD AVAILABILITY SERVICES
CONTINUITY MANAGEMENT SOLUTION (CMS)



The eSecurus product and associated products are all fully web-based and accessible using Internet Explorer. They can also be installed and hosted in-house or from a NonVerba Cloud / ASP host server farm over the internet. A specialist ultra secure host environment has also been established for the police force. eSecurus requires MS Office and Adobe Acrobat Distiller. It will also require Visio if Resilience On A Page process mapping and illustrations/flow charting capabilities are required.

Central administration is initially established through one defined administration account. Data security is managed through the system administrator who is responsible for the establishment of access rights, roles and responsibilities. Latest new features include BIA reporting, integration to UK government video resources, generic BCM awareness and education web portals to support CCA 2004 and refinements in eSecurus to meet the specific needs of the UK's Blue Lights.

The NonVerba product suite includes BCM Cloud, NaCTSO BCM Cloud, eSecurus Blue Light & TCRMS. BCM Cloud is the SME pay-as-you-go SaaS version of eSecurus giving SME's the ability to grow into an enterprise solution by using the modules needed when required, on demand.

NaCSTO BCM Cloud has been developed in partnership with the National Counter Terrorism Security Office (NaCTSO) in the UK. eSecurus Blue Light is a specialist version of eSecurus that has been developed in partnership with a national UK police force to meet the specific needs of the Blue Lights within the UK.

In addition to software, NonVerba also offers secure hosting in an environment that has been officially penetration tested by UK local authorities.

Tel: 020 7887 4544/0800 783 6917
www.nonverba.com

EZ-PLANNER
EBRP SOLUTIONS



Function: Risk assessment, BIA, process modelling, plan templates, plan development and maintenance, notification.

Launched: 2011.

eZ-PLANNER is a complete set of planning, plan development, reporting and management utilities to address the full requirements of developing viable business continuity and incident response plans. Supporting the complete BCM lifecycle, it is also available as a vendor-hosted SaaS solution.

Incorporating risk assessments and business, BIA, eZ-PLANNER provides the tools needed to help prioritise mitigation and plan development efforts. It uses process modelling along with process-application dependency mapping. This allows planners to identify risk, vulnerabilities and gaps in current operational capabilities as a prelude to building plans. With 200+ standard built-in reports it provides information and compliance reports without having to tinker with report-generators.

Planners can create plan templates which can be copied and pasted allowing end-users to develop plans faster, with less effort. A number of global Fortune 500 enterprises deploy eZ-PLANNER and eBRP Suite to comply with regulatory standards. eZ-PLANNER and eBRP Suite are flexible and scalable to meet the compliance requirements of organisations around the globe.

Because of eZ-PLANNER and eBRP Suite's unlimited user access and its role-based security, access can be provided to any person. eZ-

PLANNER is a powerful and flexible toolset designed for unlimited concurrent user access and provides the convenience of SaaS hosting and integrated voice notification.

Tel: +1 905 677 0404
www.ebrp.net

FRONTLINE LIVE
CONTINUITY LOGIC

Function: Fully integrated web based planning suite including risk, BIA, plan development and maintenance, dynamic testing, relational reporting (without Crystal) and incident management.

Launched: 2008.

FrontLine Live automates BCP and DR management so you can focus on the strategic projects that drive organisational resiliency. Empower your organisation to react, respond, and recover from disruptive events with built in incident management.

This platform is easy to use and tightly integrated allowing you to manage, monitor, and support your BCP, DR, risk, and compliance information on a single, unified platform.

Key differentiators include automated logic throughout the entire system minimising mistakes of end users and helping you make the right decisions during an incident, dynamic reporting and dashboards seamlessly roll data together for metrics, audit, compliance and more, lower cost, simple and easy navigation for all users (including task assignments) and a virtual command center that visualises your recovery timeline and uses dynamic project plans, plan activation, automatic notification, and collaboration to support your testing and recovery needs.

Tel: +1 973 845 4004
www.continuitylogic.com



Business Continuity Software. Just to keep all hands unengaged.



Far ahead: Flexible data models.
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maintenance contracts etc.
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controllit
Business Continuity Management

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Fon: +49 (0)40 / 89 06 64 60 | Fax: +49 (0)40 / 89 06 64 69 | www.controll-it.de

Kidnapping and ransom • Threat to employees
Terrorist activity • Product recall • Product contamination
Public disorder • Industrial relations disputes • Fire and flood
Pandemic planning • Internal systems failure

when a dream becomes a

NIGHTMARE!



**CLIO CRISIS
MANAGEMENT SOFTWARE**

When an incident turns into a crisis and your dream turns into a nightmare, CLIO crisis management software will help you to protect the lives of your employees, protect valuable resources and preserve company reputation while ensuring business continuity.

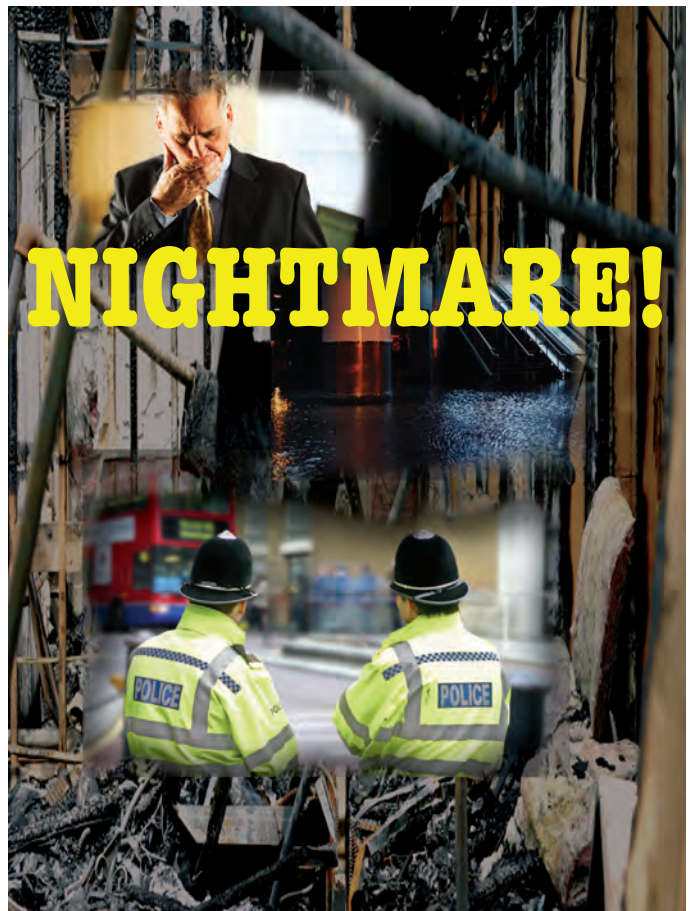
CLIO is the UK's leading and most effective critical incident management system and is used extensively by commercial organisations and police forces throughout the world.

To find out how CLIO can help you in a crisis

Tel: +44 (0) 118 946 4488
Email: sales@badger.co.uk
Web: www.badger.co.uk

[badgersoftware](http://badgersoftware.com)

Badger Software Limited
Delta House
70 South View Avenue
Caversham, Reading
Berkshire RG4 5BB UK



SUNGARD AVAILABILITY SERVICES
CONTINUITY MANAGEMENT SOLUTION (CMS)

ICM SHADOW-PLANNER
ICM



Function: Integrated suite including discovery (BIA and compliance questionnaires, process and dependency mapping, recovery requirements over time, gap analysis – required vs achievable), policy setting (recovery time objective calculations based on risk appetite and impact assessments), BC planning, maintaining and exercising.

Launched: 2002. Major upgrade (version 4) under new ownership released in June 2010.

This software supports all parts of the BCM lifecycle. Among its key features are its integrated suite, connectivity with other applications, fully internationalised, a new mobile application – essential data available offline and automatically synchronised daily, ease of plan maintenance, full BIA workflow from request of resources through to audited approval process.

New, fully integrated message broadcast facility to send messages via email and/or SMS and track responses. Shadow-Planner Mobile now available on BlackBerry devices to download and synchronise contact details and BC Plans.

Links for real-time integration with other systems (HR and CMDB) including crisis communications systems (MIR3, Fact24 and iModus currently supported).

ICM Shadow-Planner suits a spectrum of users, from small law firms to global manufacturers and other software producers. The product is available

within the UK and worldwide via agents. SaaS is provided from London, Geneva, New York and Sydney.

User's supply chains and other networks can gain access to the software securely using web questionnaires. Suppliers can see performance reports and users may identify and chart weak supply chains. This product has been built around BS 25999 with direct involvement from the standard's steering committee. It can support other compliance sets through a dedicated compliance module.

Tel: 0844 863 3000
www.icm-continuity.com/
shadow-planner

INONI BCM PRO
INONI LTD



Function: Standards-aligned BCM, BIA, risk, crisis management, BC plan, awareness, maturity, supply chain.

Launched 2005, updated six-monthly

INONI BCM Pro is a web-based BC management system that is quick to learn and easy to use. It provides whole BCM lifecycle capability that can be scaled to fit all sectors and business size. The software is flexible and can be customised in respect of presentation, operation, structure and content. It is delivered ready-to-use and standards-aligned. It allows preferred or pre-existing methodologies to be implemented. BCM information is collected via customised dialogues and a flexible import and export capability allows frequently-changing data to be captured and reflected in deliverables. Access is provided to libraries of data and system applications such as a risk register and a crisis event log.

Output is delivered online to MS Office and to PDF; interfaces are provided for notification systems. Deliverables can be rolled up allowing consolidation by location, by division or for the organisation. Benchmarking capability allows diverse global information to be captured, mapping BC maturity, staff awareness and supplier compliance with organisational requirements. Risks to business can be modelled online using time-lapse simulation, allowing validation of maximum tolerable period of disruption (MTPD) and strategies, quantified impact analysis and identification of single points of failure. Software and training, support and consultancy are available.

Tel: 0845 045 1171
www.inoni.co.uk

LINUS REVIVE
LINUS INTERNATIONAL



Function: Corporate structure, geographic spread, business requirements (including BIA and resource dependency mapping), risk management, costed strategy development, emergency response, incident management, procedures development, exercising, programme management, maintenance, audit, and user permissions.

Launched: 2002. Annual upgrades.

Written by accredited practitioners for use by novices, Revive delivers an 'all hazards' planning approach. The user moves from module to module as they work through the BC management lifecycle. Revive tracks progress and determines who is falling behind the scheduled review windows. Emails can then be issued to assist in

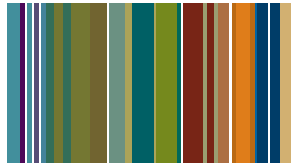


POWERED BY EBRP

GET SET, GO!



SUNGARD AVAILABILITY SERVICES
CONTINUITY MANAGEMENT SOLUTION (CMS)



getting back on track. Revive integrates with MS-Word procedure templates enabling simple integration of pre-existing plans with database reference information. If authorised by the user, the external supply chain may gain network access to the software for planning and maintenance purposes. The software supports BS 25999, with the latest version including incident management capabilities. Training can be arranged at additional cost.

UK Tel: 0800 0272027
US Tel: +1 415 315 9787
Australia Tel: +61 412 557798
www.linusrevive.com

MATACO
SAVANT

Function: A secure, web hosted, fully integrated, business continuity planning solution. Covering BIA, plan development, maintenance, exercising, review, threat assessment, dependency mapping.

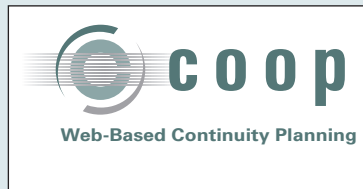
Launched: 2009. Current version: 2.7.

Offered as a cloud-based SaaS solution, Mataco is continuously developed in partnership with BC practitioners to offer full support for all aspects of the BCM process. The software provides support for BS 25999 and the BCI's Good Practice Guidelines. Mataco's aim is to make creating and maintaining business continuity and emergency plans simple and efficient. It provides a single repository for all the information required – any change to data is reflected instantly in all plans. Mataco goes further than analysis and planning by supporting the exercising and reviewing of plans. Exercise schedules, scenarios and scripts can be set up, with the reviews of the exercises and plans captured. Threat assessments (with user definable risk matrices) are supported in this software – the resulting risk register can be used to prioritise planning. Mataco's email alert feature will inform relevant staff of up and coming or overdue reviews and exercises. Users are further reminded of

actions required when they log in and Mataco will escalate overdue actions after a user definable time period. As Mataco is web-based it offers remote access to all plans and data. This allows users and their resilience partners to collaborate on plans. Plans are produced in PDF format for viewing on desktop or mobile computers. Mataco offers a quick and easy search facility allowing users to find plans and contact staff from any web enabled mobile device be it iPhone, Android, Blackberry or Windows Mobile. Data from any current Excel or Word documents and Access databases can be migrated into Mataco.

Tel: 01524 784400
www.mataco.co.uk

MYCOOP
COOP SYSTEMS



Function: All phases of the BCM process: project initiation, BIA/risk, planning, awareness, maintenance, testing, and incident command all from a simple browser interface and a unified database.

Launched: 2002. Current version: 6.10 2011, features upgrades quarterly.

myCOOP is a simple, web-based BCM software solution designed to support the global enterprise. First released in 2002, COOP Systems and its international partners support some of the world's largest organisations by unifying all professional practices.

The full lifecycle of BCM is managed in a tightly integrated, web-based, easy-to-use package supported 24/7 internationally. New capabilities include graphical dependency modelling.

System and feature customisation can be carried out quickly and easily without added coding, database modelling, or expensive on-site consulting. Initial production process availability is measured in days, with high-level functions including flexible BIA/risk survey collection and graphical analysis; quick and easy plan creation and management; program management tools, eg. maintenance tasking, testing, training, integrated one-click mass notification, and incident command for exercises and real events.

COOP Systems and its partners support clients anywhere in the world, regardless of their industry, language, geography or scale of business.

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UK Tel: +44 (0)20 8090 2550
Australia Tel: +61 2 8001 6597

www.coop-systems.com

OPSPANNER
PARADIGM SOLUTIONS INTERNATIONAL

Function: OpsPlanner is a BCP, BIA, incident/recovery management and automated notification solution.

Launched: Current version 5.03. Version 5.1 will be released in Q4 2011.

OpsPlanner is used in a variety of industries and organisations of all sizes. It is particularly popular among medium-sized to large commercial companies and government agencies. Typical user firms include pharmaceutical, financial services, food and product distribution, education, utilities, transportation, healthcare and federal contracting firms. This product is offered on a client-hosted basis as well as a SaaS solution. OpsPlanner allows the user to incorporate any number of standards. Specifically, the solution contains specialised templates and checklists which enable the client to plan consistently with NFPA 1600, ASIS, BS 25999, NIST 800-34, FFIEC guidelines, and DRII/DRJ GAP. Recent feature upgrades



SUNGARD® Availability Services

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Web: www.sungardcms.co.uk

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 BCM expert; by making the administrative management of BCM 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 BCM 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 BCM processes you oversee.

Harnessing 32 years of risk management expertise and 20 years of development, CMS comprises a number of powerful software modules including:

- **LDRPS** - award winning* BCM planning software
- **BIA Professional** - Intuitive BIA survey tool for overall strategic planning
- **Incident Manager** - Virtual command centre for communications, tracking and monitoring of incidents

SunGard's CMS is one of our many award-winning* solutions that deliver strategic Information Availability - Consulting, Recovery Services and Managed Services - to help you stay in business no matter what.

* 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
 OpRisk & Compliance: Business Continuity Strategy & Planning - 2007; Business Continuity Planning Software - 2011, 2010, 2007



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Email: sales@badger.co.uk
www.badger.co.uk

CLIO CRISIS MANAGEMENT SOFTWARE

CLIO helps companies manage all types of exceptional incidents and crises.

Launched: 2005

CLIO is a critical incident management software system that helps companies protect the welfare and safety of their employees, ensure business continuity, protect resources and preserve their reputation in the event of a major incident.

CLIO protects

CLIO improves the quality of response and thus minimises the effects of incidents such as kidnapping, terrorist activity, product recall or contamination, public disorder, industrial relations disputes, fire and flood and internal systems failure.

More effective

More flexible and reliable than paper-based systems, CLIO is web-based and provides real-time access from anywhere via a PC, laptop, BlackBerry or Smartphone providing immediate access to detailed and accurate information so an incident team can decide on, prioritise and track actions more quickly and effectively.

Full audit trail

Because every event is logged, an incorruptible audit trail is produced that can be used to demonstrate duty of care in any subsequent legal action.



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Fax: +44 (0) 1869 255793
www.clearview-continuity.com

ClearView BCM Software

Developed through a combination of practical experience of BCM consultants, live client feedback and technology experts, ClearView has received an extremely positive response since its formal launch into the global market. Based on a product which has been in the market for many years, the latest version of ClearView has removed many of the barriers that organisations experience when implementing BCM software, ensuring that ClearView delivers improvement to their BCM processes. ClearView:

- Delivers ease of use for straight-forward, effective deployment and maintenance of BIA's, plans, exercises and continued non-conformance/risk management. **Users do not need extensive training and can pick up and use ClearView quickly and easily, even if only accessed infrequently**
- Achieves a high level of modularity which means that configuration allows the solution to meet the needs of organisations precisely, but in a very cost effective manner
- Provides alignment to international BCM standards
- Was a finalist for Business Innovation Product of the Year 2010 and BCM software of the Year 2011
- Is fully ISO 27001 (information security management) and ISO 9001 accredited to provide the highest levels of security and robustness. Trusted by international private and public sector organisations
- Is implemented by consultants with many years BC experience so we understand exactly what you want and can offer professional help. Much more than a software service
- Is backed up with global support for clients in all sectors and all sizes

ClearView – usability at the heart of everything we do.

SUNGARD AVAILABILITY SERVICES CONTINUITY MANAGEMENT SOLUTION (CMS)

include enhancement to each of the modules including new compliance templates and surveys, plan development and recovery dashboards, BIA automation, recovery management, and emergency notification.

Tel: +1 814 943 4007
www.opsplanner.com

PARAD DEVOTEAM

Function: Plan development, maintenance, incident management, crisis communications.

Launched: 1992.

PARAD integrates a unique structuring and methodological approach to build and maintain plans. The models contained in the software simplify the update of BC procedures and data. Suppliers can also access plans, which fully comply with BS 25999. To use the advanced features, Internet Explorer, MS Word and Excel are all required. PARAD features rights management, secure connections and password encryption. Training, available at a fee, usually takes between one to four days. PARAD is distributed by license or service rental (ASP).

Tel: +33 1 41 49 41 87
www.devoteam.com/parad

RPX RECOVERYPLANNER



Function: BCM lifecycle: risk, BIA, planning development/maintenance, incident management, automatic notification.

Launched: 1999. Enhanced regularly.

RPX includes the components to support the entire BCM lifecycle in one, web-based application. An organisation may start the planning process with risk assessment and/or BIA, which RPX has simplified with surveys and wizards, or go straight to the planning process. RPX promotes collaborative, automated planning and maintenance in one closely integrated application. The information entered in the risk assessment and/or BIA is used in building, maintaining and activating plans, eliminating the need to enter duplicate data.

The virtual command centre is an interactive incident and crisis management tool that automatically records and manages all incidents and exercises and has an integrated Notification system. RPX's robust integration capabilities through a web services API provides a means to connect to customer's other systems for real-time data acquisition.

RPX also features mobile access, native report generator, GIS, audit features, executive dashboards, what-if modelling, easy migration and integration of data and a Compliance area that provides templates for pertinent BCM frameworks including BS 25999, DR11, NFPA 1600, BCI and NIMS.

Hosted (SaaS) and customer hosted options of the RPX software are available. The RPX software is Safe Harbor certified by TRUSTe, the SaaS undergoes daily penetration testing by McAfee and ISO standards are followed for security assurance.

RecoveryPlanner provides support that covers normal business hours for time zones around the world and 24/7 support.

Editions and support are in English, Bulgarian, Portuguese and Spanish.

Tel: +1 203 455 9990
www.recoveryplanner.com

THE PLANNING PORTAL AVALUTION CONSULTING

Function: BIA, recovery strategy definition, recovery planning, plan exercising, general management, automated notification, automated workflow, mobile access and customisable reporting.

Launched: 1999. Enhanced regularly.

The Planning Portal (TPP) assists with each phase of the BCM lifecycle – from helping organisations start a business continuity programme to helping them mature and increase the efficiency of their programme. The solution uses a set of integrated modules to support both initial data gathering and ongoing maintenance of business continuity related information. TPP also offers live crisis/incident management modules that enable online situation reporting and alerting, resource and recovery issue tracking, department and application recovery status tracking, interactive geo-tracking and mapping, and online news and media reporting.

Authorised users can access TPP via a mobile app on their BlackBerry, Android or iOS. TPP was designed to enable organisational compliance with BS 25999's Part 2: Specification. It also supports NFPA 1600 2007/2010 (US). The product is completely web-based and operates inside of Microsoft SharePoint 2010. Anyone with Microsoft Internet Explorer (or other major browser type) can access and securely work in TPP – regardless of location. TPP is available as a hosted solution. TPP stores client information in secure databases, located in a SAS 70 Type II data center, protected by passwords as well as database and network firewalls to prevent the loss, misuse or alteration of personal information. All communications with this solution are encrypted with a GeoTrust 256bit Security certificate. Training is provided for a fee and is always included in the initial proposal.

Tel: 0866 533 0575
www.theplanningportal.com





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London Tel: +44 (0) 208 090 2550
Sydney Tel: +61.2.8001.6597
www.coop-systems.com

myCOOP™

COOP Systems, Inc.

Function: All phases of the BCM process - - Project Initiation, BIA/Risk, Planning, Awareness, Testing, Maintenance, and Incident Command, all from a simple browser interface and a unified database.

Launched: 2002, Version 6.10 2011, features upgrades quarterly.

USP: "myCOOP is flexible, reliable and proven. Since formation in 2002, COOP Systems has won the Software of the Year Award. Our staff and international partners empower some of the world's largest organizations by unifying all the Professional Practices in one web-based instance."

The full life cycle of the Professional Practices is managed in a tightly integrated, web-based, easy-to-use package supported 24X7 internationally. Advanced new capabilities include powerful workflow, support for eight types of smart phones, and advanced audit. Customization is done quickly and easily by client administrators without customized coding, systems modeling, or expensive on-site consulting.

Initial deployment for client use takes only a few hours, with high-level capabilities as follows:

- Flexible BIA/Risk survey collection and graphical analysis
- Quick and easy plan creation and management
- Program management tools, e.g. workflow, tasking, testing, training, etc.
- Dashboard for Executive Reporting and Incident Command support.
- One-click mass notification with integrated GUI and database.
- 99.99% availability guaranteed with active-active regional failover, in Safe Harbor country

COOP Systems and our partners support clients anywhere in the world, no matter their industry, language, geography or scale of business.



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Fax: +1 905 677 6677
Email: info@eBRP.net
Web: www.eBRP.net

eBRP was the first to:

- Introduce Process Modeling as a Risk Management concept.
- Promote Dependency Mapping as a knowledge tool for Enterprise Risk Management.
- License its software for Unlimited Concurrent Users.
- Pioneer Technology Modeling as a means of mapping IT Applications and systems from their dependent components (hardware, software, networks, etc.) to the Business Processes that depend on them.
- Focus on Asset-based Risk Management (People, Process, Technology, Products & Services, Suppliers Supplies, Equipments and Customers).

The thought leaders at eBRP Solutions developed eBRP Suite to provide support for organizations' full Business Continuity and Risk Management Program, including Risk Assessment, Business Impact Analysis, Plan Development, Testing, Exercising, Maintenance, Incident Management and Integrated Notification. The Process, Technology, Supply Chain & Organizational Modeling unique to eBRP Suite, provides Fortune 500 organizations with a full decision support system facilitated by 'what if' analysis. While competing products are essentially plan repositories, eBRP Suite helps organizations' understand, manage & monitor their exposures. eBRP Suite provides Business Continuity and Risk Management professionals the tools to meet the needs of today's evolving business world, and the power to take their program beyond 'Business as Usual'. Providing for unlimited user access, web-based eBRP Suite gives you the power to know everything, see everywhere and therefore be able to respond to anything.



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EMAIL: INFO@INONI.CO.UK
WEB: WWW.INONI.CO.UK

INONI provides standards-aligned business continuity solutions to organisations worldwide. We are proud to offer professional experience, a practical approach and an efficient software toolset


Your organisation is unique and moves constantly, so it's essential your continuity system remains a comfortable fit
We offer an enduring flexible solution that fits your business

Our software system does what you'd expect, with integrated BIA, scalable BCP and many valuable features
It also provides some unexpected benefits

- INONI® delivers professional reports that people can read online, via mobile devices and MS Office
- It lets you embed educational material in all the right places, so it's there when needed
- You can even specify your own tools and reports

INONI® can be part of a consulting programme or you can license it for your own fully supported use
 Please take a moment to visit the INONI website or call us now for the full story.

SUNGARD AVAILABILITY SERVICES
CONTINUITY MANAGEMENT SOLUTION (CMS)

	SunGard's CMS	alive-IT	BPSI	Clearview	CLIO	Continuity Commander	Crisis Commsuite	DR&BC Template	Disaster Recovery System	eBRP Suite	eSecurus
Plan navigator	•	•	•	•	•	•	•	•	•	•	•
Dependency map	•	•	•	•	•	•	•	•	•	•	•
Graphical call list	•		•	•	•		•	•	•	•	•
Location resource manager	•	•	•	•			•	•	•	•	•
Reports – preformatted	•	•	•	•	•	•	•	•	•	•	•
Reports – own build	•	•	•	•	•		•	•	•	•	•
Process modelling capabilities	•	•	•	•		•			•	•	•
Technology modelling	•	•	•	•		•			•	•	•
'What if' analysis	•	•	•	•		•			•	•	•
Flowcharts	•	•		•			•		•	•	•
Graphs	•	•	•	•			•	•	•	•	•
Tables	•	•	•	•		•	•	•	•	•	•
Plan viewer	•	•	•	•	•	•	•	•	•	•	•
Data collector	•	•	•	•	•	•	•	•	•	•	•
Automatic analytics			•	•	•	•		•	•	•	•
Simulation capability	•	•	•		•	•			•	•	•
Dynamic updating from database	•	•	•	•	•	•		•	•	•	•
Education and training	•	•	•	•	•	•	•	•	•	•	•
Test and exercise support		•	•				•	•	•	•	•
Functionality & Administration											
Screen customisation/translation	•	•	•	•	•	•	•	•	•	•	•
Help	•	•	•	•	•	•	•	•	•	•	•
Spell check	•		•		•	•	•	•	•	•	•
Calendar	•		•	•		•		•	•	•	•
Charts and reports	•	•	•	•	•	•	•	•	•	•	•
Shortcut keys	•	•	•			•	•	•	•	•	•
Search and filter	•	•	•	•	•	•	•	•	•	•	•
Filters	•	•	•	•	•	•	•	•	•	•	•
Personal filters	•	•	•	•	•	•	•	•	•	•	•
Copy and paste	•	•	•	•	•	•	•	•	•	•	•
Roll-forward capability					•		•		•	•	•
Templates available	•	•	•	•	•	•	•	•	•	•	•
FAQs	•	•	•	•	•	•		•	•	•	•
Change control and tracking	•	•	•	•	•	•	•	•	•	•	•
Security											
User roles	•	•	•	•	•	•	•	•	•	•	•
User groups	•	•	•	•	•	•	•	•	•	•	•
Business activity and project access	•	•	•	•	•	•	•	•	•	•	•
Risk security	•	•	•	•	•	•	•		•	•	•
Security preview	•		•		•	•	•		•	•	•
Individual passwords	•	•	•	•	•	•	•	•	•	•	•
Internet security	•	•	•	•	•	•	•	•	•	•	•
Audit trails	•	•	•	•	•	•	•	•	•	•	•



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AVAILABILITY SERVICES
CONTINUITY MANAGEMENT SOLUTION (CMS)

EZPLANNER	FrontLine Live	ICM Shadow-Planner	INONI BCM Pro	Linus Revive	Mataco	myCOOP	OpsPlanner	PARAD	RPX	The Planning Portal	
•	•	•	•	•	•	•	•	•	•	•	Plan navigator
•	•	•	•	•	•	•	•	•	•	•	Dependency map
•	•	•	•	•	•	•	•	•	•	•	Graphical call list
•	•	•	•	•	•	•	•	•	•	•	Location resource manager
•	•	•	•	•	•	•	•	•	•	•	Reports – preformatted
•	•	•	•	•	•	•	•	•	•	•	Reports – own build
•	•	•	•	•	•	•	•	•	•	•	Process modelling capabilities
•	•	•	•	•	•	•	•	•	•	•	Technology modelling
•	•	•	•	•	•	•	•	•	•	•	'What if' analysis
•	•	•	•	•	•	•	•	•	•	•	Flowcharts
•	•	•	•	•	•	•	•	•	•	•	Graphs
•	•	•	•	•	•	•	•	•	•	•	Tables
•	•	•	•	•	•	•	•	•	•	•	Plan viewer
•	•	•	•	•	•	•	•	•	•	•	Data collector
•	•	•	•	•	•	•	•	•	•	•	Automatic analytics
•	•	•	•	•	•	•	•	•	•	•	Simulation capability
•	•	•	•	•	•	•	•	•	•	•	Dynamic updating from database
•	•	•	•	•	•	•	•	•	•	•	Education and training
•	•	•	•	•	•	•	•	•	•	•	Test and exercise support
Functionality & Administration											
•	•	•	•	•	•	•	•	•	•	•	Screen customisation/translation
•	•	•	•	•	•	•	•	•	•	•	Help
•	•	•	•	•	•	•	•	•	•	•	Spell check
•	•	•	•	•	•	•	•	•	•	•	Calendar
•	•	•	•	•	•	•	•	•	•	•	Charts and reports
•	•	•	•	•	•	•	•	•	•	•	Shortcut keys
•	•	•	•	•	•	•	•	•	•	•	Search and filter
•	•	•	•	•	•	•	•	•	•	•	Filters
•	•	•	•	•	•	•	•	•	•	•	Personal filters
•	•	•	•	•	•	•	•	•	•	•	Copy and paste
•	•	•	•	•	•	•	•	•	•	•	Roll-forward capability
•	•	•	•	•	•	•	•	•	•	•	FAQs
•	•	•	•	•	•	•	•	•	•	•	Change control and tracking
Security											
•	•	•	•	•	•	•	•	•	•	•	User roles
•	•	•	•	•	•	•	•	•	•	•	User groups
•	•	•	•	•	•	•	•	•	•	•	Business activity and project access
•	•	•	•	•	•	•	•	•	•	•	Risk security
•	•	•	•	•	•	•	•	•	•	•	Security preview
•	•	•	•	•	•	•	•	•	•	•	Individual passwords
•	•	•	•	•	•	•	•	•	•	•	Internet security
•	•	•	•	•	•	•	•	•	•	•	Audit trails



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BCM Enterprise Solutions

RecoveryPlanner provides a complete BCM solution from plan development to implementation, our services address continuity, compliance and governance requirements. Our BCM software, developed by our certified and experienced business continuity planners, will assist you with all aspects of the BCM process.

All-in-One, Web-based BCM Software

RecoveryPlanner's web-based software, RPX, integrates all components for a successful BCM and Crisis Management Program including: Risk Assessment, BIA, Plan Development, Maintenance, Exercising, Incident Management, Native Report Generator, GIS, Compliance and Automated Notification in ONE application.

- Easy to use for rapid configuration, deployment and minimal training
- Many features promote collaboration and communications, such as unlimited licensing and mobile access
- Customer centric, comprehensive support
- Easy migration and integration of data
- Fully international with multi-lingual editions and support
- Fully supports BS 25999, DR11, NFPA 1600 and other pertinent BCM guidelines
- Hosted (SaaS) and customer hosted versions available

Since 1999 RecoveryPlanner has been delivering innovative BCM solutions for customers across the globe. Contact us today to see why companies of all sizes and industries rely on RecoveryPlanner's BCP planners and software for all aspects of the BCM lifecycle.



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Linus Revive is award-winning BC software that simplifies the four key elements of BCM - planning, maintenance, response and recovery.

Linus Revive provides:

- On-demand, dynamic plan generation automatically updated with the latest information reflecting the scope of the disruption event (including magnitude, geography, duration and seasonality).
- Simplified BIA process deriving RTOs for every resource dependency, including IT, based on business requirements.
- Integrated Risk Management module.
- Program Management including Reviews, Reminder emails, escalation and Program Status dashboards - a clear Plan Do Check Act structure.
- Integrated Crisis Notification module.
- Language flexibility - Company terminology and on-screen help in any language.

In addition, Linus Revive uses familiar business tools such as MS-Word, MS-Project, Skype and Google Maps and is available anytime, anywhere for any event on any platform including iOS, Android and Windows.

See what our Customers have to say about Linus Revive at www.linusrevive.com.



Call 0844 863 3000
Email enquiries@icm.co.uk
Visit icm.co.uk/shadow-planner



ICM Shadow-Planner

ICM 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 ICM 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
- Unique Data Mining - architecture allowing dynamic plans to be created on the fly using company or regional boundaries most suited to the incident
- Software Commissioning and Project Management - available from our highly qualified and experienced professional services team

Contact ICM to find out more about the unique benefits of Shadow-Planner.

Continuity Management Solution

Critical dependencies for critical times

HR Application

Server

APP-BKUP-PSHR

SUNGARD AVAILABILITY SERVICES

Keep your business continuity plans connected

Gaining a visual overview of the dependencies between business process and IT services makes managing your business continuity strategy faster and more efficient. Should anything ever fail, you'll be able to see the likely impact, and be clear on how to get everything back up and running as quickly as possible.

As part of SunGard Availability Services Continuity Management Solution (CMS), the dependency mapping feature gives you a simple way to track the network of hardware, applications and processes underpinning your IT. It's just one example of how our purpose-built CMS system can help you manage your business continuity strategy more easily.

Gain an insight into all your CMS options with an engaging online clip at:

www.sungardcms.co.uk

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