

BUSINESS CONTINUITY SOFTWARE REPORT 2013-14

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After five years of economic hardship, the recession and its aftermath have inevitably led to some business continuity budgets being slashed. In this face of unfriendly economic conditions, many organisations have vetoed investment in non-essential, or non-profitable functions. Making the business case to invest in business continuity software is often very difficult. End users have been able to drive some very hard bargains: bad news for the vendor, but good news for the end user, if they have a budget to spend.

Meanwhile, other organisations continue to shun business continuity software, opting to use in-house solutions ranging from rudimentary Word/Excel or Word/relational database combinations to more sophisticated and impressive software tools.

On the other hand, in many ways now is an abundant time to be a business continuity software vendor – and a great time to be buying a solution as the capabilities of available technologies continue to evolve. Many of the available products are more flexible than ever before, allowing for extensive customisation to suit specific requirements; and can be used by a huge range of organisations, from SMEs to multinational corporations. Solutions are more user-friendly too, in part because a wider range of non-business continuity specialists now need to access them.

Most larger organisations' requirements have become much more complex, making software a more attractive option. For example, there is often a need to serve an ever more mobilised workforce; and a desire to improve the resilience of an organisation's supply chain. And, the primary motive driving an organisation to use software aside, most roll-outs are even proving to cut costs.

One factor driving investment in business continuity software is that many organisations' customers or clients now expect 24/7 availability. Ramesh Warrior, managing director

Access all areas

Financial pressures and heightened demands mean tough times for business continuity software providers. Dave Adams asks if the market is rising to the challenge



at eBRP, says there has been a shift away from fear, uncertainty and doubt as the primary drivers for the industry to this need to create a truly resilient organisation and all but eliminate downtime.

A growing number of companies do now seem to appreciate the way software can allow an organisation to achieve more with less. Ian Crabb, business continuity specialist at ClearView, says it appears that sometimes the investment in software is seen as preferable to hiring new staff.

One long-term trend seen in this market has been the increased use of business continuity

software delivered via various forms of public and private cloud technology. Cloud is now seen as a solid, cost-effective option by organisations keen on a physical separation between these solutions and the rest of their infrastructure, provided the solution is subject to at least the same degree of security as would be applied in-house. Organisations in more strictly regulated sectors such as finance may be subject to tougher rules, particularly around data storage.

Another key theme is the need for these solutions – or at least their more commonly accessed functions – to be user-friendly.



Something for everyone

In some organisations, the recession has led to decentralisation of business continuity functions, with elements of the planning process parcelled out to departmental heads in many organisations. The average end user is now often not a business continuity expert.

Sue Stallard, corporate business continuity manager at ICT provider T-Systems, says the user-friendliness of ClearView's software was a major factor in her company choosing it. "I wanted something that anybody within the organisation could use, however often they were going to use it," she says.

The company started testing the solution in early 2012, having configured its templates and format to suit its needs, then went live in the middle of the year. T-Systems is still completing business impact analysis (BIA) processes today, while gradually rolling the solution out to more users.

Insurer RSA has been using Phoenix's Shadow-Planner software, in various forms, since 2004. "The key thing for us is that it's very user-friendly," says Ian Houghton, head of continuity management at RSA. "You don't have to read a ten page document – it's intuitive, you sign in for the first time and away you go. That also helps to raise the profile of business continuity within the organisation." Around 500 RSA employees now use Shadow-Planner, many only occasionally: for one hour per week or per month, say.

Houghton is also enthusiastic about planned enhancements, including iOS and Android versions of the tool. Some RSA employees already use a BlackBerry version, adapted to suit a smaller screen, offering swift access to action lists and key contacts. The mobile apps synchronise with Shadow-Planner under the control of an administrator, who decides which individual users should be able to access which plans. So every device will always hold a version of the plan that should be no more than 24 hours old. Access is via a four digit PIN.

Another provider that has made mobile an important element within its solution is xMatters. It acquired the mobile incident management platform Bamboo, available as an app for iOS, Windows Mobile and BlackBerry, earlier this year. xMatters has also launched new versions of its own iOS and Android apps. All xMatters solutions can be tailored to suit a client's needs and to enable some degree of personalisation.

CTO of the company, Abbas Haider Ali says some end users have adopted the mobile versions with enthusiasm, although some "more risk-averse" clients, including financial and healthcare organisations, are more cautious. He also highlights the way that the xMatters mobile solutions enable ordinary members of staff within an organisation to send information to the business continuity team – a feature used by a number of US-based clients when Hurricane Sandy hit the East Coast of the US at the end of last year.

Supply chain management

A number of organisations are also using business continuity software to improve business continuity arrangements within their supply chains. A number of tools now allow organisations and their suppliers to collaborate, to some extent, on business continuity planning, or to assess a supplier's level of resilience. These tools also help larger organisations gain a deeper understanding of dependencies within their own supply chains.

Still, some in the industry retain some scepticism about the extent to which business continuity is really being rolled out to the supply chain. Will Brown, head of business resilience at KPMG UK, says that while there is wide acknowledgement that supply chain resilience is a fundamental part of business continuity, this is still rarely a meaningful part of the continuity planning function. At a rudimentary level, he suggests, some organisations simply ask suppliers if they have a plan.

At a slightly more advanced stage they might seek to recognise business resilience in service level agreements and contracts; and at a very advanced stage the two organisations might be testing things together. But he has yet to see effective data sharing at a software level. Nor is there much evidence that the drive to bring more business continuity into the supply chain has led to more SMEs using business continuity software.

Instead, gains in this area have come from stripped down versions of the software. For example, provider Inoni has picked up new business thanks to an Italian insurer that uses a 'lite' version of its technology and has recommended it to its own clients.

Yet whatever difficulties some vendors may have had in recent years, it does seem to be the case that the potential value of business continuity software, as a means of improving business continuity planning and practice and of providing business intelligence, is now recognised by companies and organisations across all sectors of industry and commerce.

In his sense, the market really is coming of age. On the other hand, some organisations continue to miss the opportunity by using the available tools inappropriately. "Complex tools that take days to learn your way around certainly have benefits, but a lot of people either don't understand that functionality or don't value it," says KPMG's Brown. "That defeats the point of having a market leading solution. Software should simplify management of your plan and the timeliness of plan data, but in a lot of cases it's not doing that, because it's not fully implemented, there's no integration with HR or ERP, or with BIA."

The good news for those organisations that are prepared to add the integration that will get the most out of these solutions is that, despite everything, the business continuity software market remains innovative, responsive and competitive.



Incident ready: A guide

Every business continuity management programme should consider the requirements for effective incident management and do the planning needed to assure effective response

When an incident occurs, the only immediately known information is that some asset has been disrupted. As the incident unfolds, more and more assets may become impacted. A single impacted asset can lead to impacts on other downstream dependent assets. Understanding this casualty chain is critical to effective Incident response

A full impact assessment must consider secondary impacts: identifying both upstream and downstream dependencies of directly impact assets. Once catalogued, there must be monitoring and periodic re-assessments of dependent assets. Notifications must occur – members of the IM team, crisis management (CM) team immediately; invocation of teams associated with restoring impacted assets/operations – whether for immediate activation, or on standby for later activation.

A current capability assessment will provide incident managers with critical information they need to help determine how to effectively respond to the impacts. Review of impacted – and non-impacted – business operations for time-sensitive or ‘peak period’ implications will help identify operations that are critical based solely on the timing of the disruption. The appropriate response plans must be reviewed to catalogue the minimum resources required for effective restoration. Concurrently, managers must identify the available resources that could be allocated to restoring the critical business operations, while looking for surge capacity that could be commandeered to aid in the recovery effort if needed.

Planning for incident response

BC and DR plans often rely on assumptions – especially that, during an incident, it will be the only plan invoked. Most likely, multiple DR, BC and CM plans will be invoked simultaneously. It is imperative that the planning process be guided by some basic IM requirements to assure plans will be viable and manageable during a business disruption. BC plans which are intended to

facilitate incident response should be designed for execution. These actionable plans contain three basic elements:

- Who is responsible for completing the task?
- What is the sequence and order of tasks?
- How long will each task take to be complete?

During the planning phase, the responsibility for executing each task should be assigned to a group or team (not an individual) based on the ‘skills’ required to complete the task. Collaboration mechanisms should be planned to alert teams in real-time when their tasks are ready to be started, and for teams to report when the projected status of their task has changed.

To be effective, a critical-path-tracking system must be employed. Gantt charts are important. Lack of knowledge of the interdependence of plan tasks, and the time required to complete each task, leaves incident managers completely in the dark when 10, 30 or 100 plans are in progress simultaneously. Incident managers need the ability to have responders make tactical changes if the situation calls for it – to skip or put some tasks on hold. Some means of managing plan workflow will ensure that the same plan can be successful in both a real incident and an exercise. When multiple plans are activated concurrently, with many responders involved in the response process, issues are bound to arise. The planning process must define issue-handling, escalation and resolution protocols to ensure that restoration processes can continue smoothly.

Communications

During an incident there is a constant scramble for information. Executives want to know the impacts, the response, the expected outcome and when operations will be back to normal. Directly impacted line managers want to know when they can get back to business as usual. Employees want to know what they should do, where they should go and how long the situation is expected to last. Customers want updates on the status of delivery of products and services. The media may be clamouring for explanations, or status updates. When information is not forthcoming, all those stakeholders assume nothing is being done.

Communications must be part of the incident response plan. A separate crisis communication plan may be created, but it must integrate with the incident response plan. Communicating on an as-needed schedule is important, and automated notification tools will only enhance communication capabilities.

From initiation until an incident is officially closed, there will be a constant need for communications. The communication plan should start with notification of the IM team, the appropriate response teams and any external providers associated with BC, DR or IM operations. Procedures to activate BC and IT/DR teams once their response plans are activated must be planned in advance. Procedures for periodic roll-calls to catalogue the status of all personnel involved – both active and on standby – must be preplanned. An efficient response requires frequent updating of plan status. Collaboration among teams is critical to restoring vital operations



within the defined RTO goals. Issue resolution may require collaboration among many participants. How issues will be reported, recorded, managed and communicated must be planned in advance.

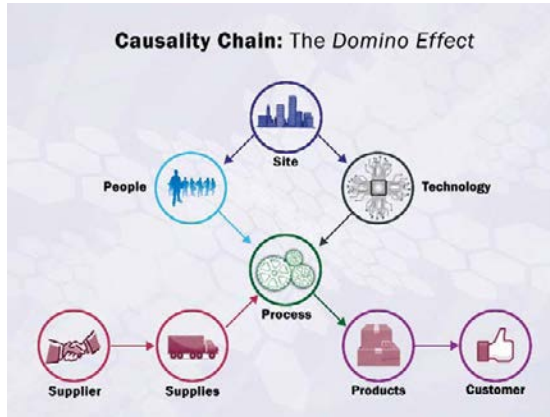
During a disruption, stakeholders will clamor for information. The communication plan must anticipate these demands and include processes and procedures to 'push' status updates to stakeholders periodically. Real-time, dynamic updates will reduce the 'pull' of outside inquiries – allowing incident managers to concentrate on resolution.

CM and IM are often used interchangeably. It's more efficient to think of an 'incident' as one that impacts operations, and a 'crisis' as one that impacts brand, image and markets. An Incident may lead to a crisis. Thus CM must be aligned with the IM process. Every incident impacts different stakeholders. Identifying and targeting communication to meet their individual needs is critical. Whether part of the crisis communications or IM plan, pushing stakeholder communications will reduce their desire to pull status information, and will keep those awaiting assignment up to date.

Causality chain

When it comes to IM, there must be a structured approach for any response to be predictable and effective. Understanding the causality chain begins by understanding the organisation model. Every organisation can be represented as a collection of interdependent assets – people, facilities, processes, technology and supply chains. An organisational model catalogues its critical assets and their interdependencies. Modelling an organisation creates a visualisation of upstream and downstream dependencies, operational gaps, single points of failure – and most importantly: the causality chain.

- If a facility is impacted, the immediate effect is on the people who work there.
- A disruption of key personnel may have a direct and immediate impact.



- Disrupted technology may impact technology-dependent services.
- Disruption of supply chains or disruption of supplies may impact business processes or product and services. Anything that disrupts business processes (or 'functions') will ultimately impact the delivery of products and services to customers. One disrupted business process may impact many other business processes.
- Disruption of the delivery of products or services will impact customers – which may impact the organisation's brand, reputation and cash flow, or have regulatory or compliance impacts.
- Impacted customers may change their ability or desire to continue absorbing the same level of products and services. Customers impacted by a disruptive event may react in a manner that directly impacts the timing, and quantity of the delivery of products and services – with subsequent impacts on business processes, facilities and personnel.

Smart device accessibility

Increased accessibility can help the adoption of the program. During the BCM plan development stages, planners must be cognisant that information will be accessed from a remote device. This narrows the requirements for the usability of plans and their supporting data.

Plans must be written precisely and concisely, be actionable – and accessible from a smart-device.

Smart-devices use in incident response requires grouped tasks based on the skills needed to complete them. Crisis/incident managers need the ability to assign or delegate tasks to the right teams or individuals. Limited data can be pushed to a responder's smart-device; but

those pushes can occur frequently; or plans and supporting data can be configured for offline access. Finally, this must be incorporated into the governance framework.

Conclusion

Having examined in detail what must be considered in facilitating a robust and effective IM programme, the organisation must develop plans that are truly flexible, viable and executable. Planning and building plans with incident response in mind is critical to building a resilient organisation. IM involves ensuring an effective Incident response.

Communication plans must account for both periodic updates and dynamic information pushed to participants and stakeholders. It is the glue that will hold all the pieces together – the people, the tasks and the timeline.

The interdependency of assets must be catalogued in advance. Understanding the cascade effect of an impacted asset is critical to an effective response. Without dependency mapping, incident managers will be forced to react to the causality chain – rather than manage it.

Smart-devices can be used to enhance both user interaction and programme efficiency.

All these elements must be considered to develop a viable and sustainable business continuity management programme.



Your guide to business continuity management software

Business continuity software report

Products

Risk Software Report 2013

EBRP SUITE EBRP



Function: eBRP Suite is designed for end-to-end incident management. Every bit of data collected is used to assure that the user organisation has everything it needs to manage a disruptive incident. From a minor disruption to a major incident, effective management requires information for decision support, communication in both directions and collaboration – in order to implement strategies and tactics.

eBRP Suite incorporates a modular utility, CommandCentre, which acts as an incident management platform. These incident management information requirements drove the design of the entire eBRP Suite of tools – from programme initiation, through risk and impact analyses, plan development, testing, maintenance, reporting and, finally, incident management.

Impact assessment: eBRP Suite extends impact analysis to downstream impacts on other processes, technology and products. It can do so because of the data it collects including mapped dependencies, supply chain mapping and GIS plotting.

Plan activation: Armed with an accurate impact analysis, incident managers must determine which plans to activate and which teams to invoke. In one simple step, eBRP Suite relates the impact analysis to the plans that might be invoked to respond. Every eBRP Suite Plan can be linked to the assets it is designed to recover, so incident managers instantly know which plans are pertinent to which impact, and can make informed decisions as the incident evolves.

Plan monitoring: When organisations develop plans,

they seldom foresee a time when they will activate them. They often test them one at a time. Few organisations consider how they would manage or track deployment of multiple plans.

CommandCentre can simultaneously monitor the ongoing status of an infinite number of plans. eBRP's plan development process helps plan owners turn their plans into Gantt charts. Timeline assumptions made during plan development can be verified and updated during successive exercises. When a plan is invoked, its Gantt chart becomes interactive, allowing recovery teams to update the execution of their plans in real time.

Further, incident managers can view the status of any plan during an incident, enabling concentration on those that are lagging. An incident monitor simultaneously displays the cumulative status of all activated plans and provides an estimated time of completion.

Issue resolution: CommandCentre provides an automated tool to raise Issues – which may halt or cripple the execution of a plan – directly from a recovery team member's PC or smart phone. Incident managers can collaborate to find and implement a solution or workaround. And because CommandCentre tracks every action during an incident, those Issues become a vital source of plan improvements afterwards.

Stakeholder dashboards: eBRP Suite solves every incident manager's incoming communication issues by enabling teams in the field to report in online through a simple smart phone or PC-based application. It also enables incident managers to push messages to teams using a variety of media. It also helps keep other stakeholders informed – through online dashboards that stakeholder can access from any Internet connection – to monitor the status of the recovery without contacting the Emergency Operations Centre.

Data for Decision Support: eBRP Suite's planning process creates information that becomes indispensable during an incident. Tools developed to collect, organise, analyse and use critical information include alternate work area seating, resource availability, employee skillsets and prioritisation.



ALIVE-IT CONTROLL-IT



Function: Support of the entire BCM lifecycle and IT service continuity management.

Launched: 2001.

alive-IT was developed for planning and management of emergencies. The product is flexible and fully adaptable to individual business requirements. alive-IT is a web-based application that is easily accessible via any browser.

Functions of alive-IT include dynamic master data (100% configurable); dynamic development and maintenance of all required documents (including business continuity plans, BIA, risk assessment, BCM strategy, BCM lifecycle support (based on established standards) and IT service continuity management.

With alive-IT, users can also import interfaces; integrate OLAP reporting, workflow engines and test plan support. All necessary software modules are included, except the database management system and database clients.

SQL, MySQL and Oracle are all supported. Apache Tomcat is provided for the web server. An integration of Apache web server and Microsoft Internet Information Server is also possible. Sun Java 6 is assumed to be present.

alive-IT can be either purchased outright or leased.

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

BAMBOO XMATTERS

Function: Incident management plans, procedures and actions.

Launched: 2013.

Bamboo publishes incident management plans, procedures and actions to an individual's smartphone or tablet device. When a plan or procedure is added or changed, it updates the affected users based on their role and other criteria. This means even when a network fails, users can access the latest information and response plans. Combined with xMatters' mass notification system the risk of business interruption is reduced whilst optimising employee safety and lowering the cost of business response. Contact lists are kept up-to-date by working closely with the user company to design methods to continuously validate data, such as integration with HR systems for seamless synchronisation, or running device validation campaigns.

xMatters' messaging forms feature customised workflow for every scenario with unique messages to staff, customers, or vendors based on where they are, how they're impacted and what they need to know and do. A drag and drop functionality organises form fields according to the process and control who can create and change forms by setting editing and visibility privileges based on a user's security level. The business continuity engine's built-in mobile functionality allows users to initiate communications plans, access plans and instructions or receive real-time updates from a mobile. Users can deliver instructions, task lists, and checklists to responders immediately, check off tasks they've completed, and have the ability to keep track of progress towards a resolution using the engine.

Tel: + 44 (0)800 652 7711
xmatters.com

BCM CLOUD NONVERBA

Function: Originally a 'lite', pay as you go version of the eSecurus solution for SMEs – now also an option for larger enterprises to be used alongside eSecurus, to help secure the supply chain.

Launched: 2006.

BCM Cloud was developed to help SMEs access the core functionality required to develop emergency plans without the need for major capital expenditure. Larger enterprises may also consider using BCM Cloud in conjunction with eSecurus to help critical suppliers develop what NonVerba calls Interface Plans: enabling suppliers to plan in the same way as the larger enterprise.

Other modules can be added to the system on demand. A fixed cost pricing model means the solution is available at great value for all sizes of company.

Special discounts can be applied to support government agencies and schools. Pro bono work was carried out by NonVerba in 2009 to create a specialised implementation of this tool, NaCSTO BCM Cloud, in partnership with the National Counter Terrorism Security Office (NaCTSO) in the UK.

Tel: +44 (0)800 783 6917
nonverba.com

BUSINESS PROTECTOR BUSINESS PROTECTOR

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

Launched: 1986. Web tools 2001. Current version: 6.0.



Business Protector helps organisations of all types, sizes and budgets deploy effective risk management and business continuity programmes with proven, user-friendly software. Business Protector continuity planning software is ready to use out of the box with comprehensive sets of templates based on industry-standard methodologies such as ISO 22301.

Business Protector is also highly flexible, letting you adapt your plans to your specific industry and business objectives. The software's clean, familiar interface makes administration, organisation and implementation of any sized plan a simple process.

Business Protector is web-based, providing a secure, redundant platform that can be accessed from any web-connected computer (self-hosted versions are also available).

Business Protector has provided comprehensive BCP solutions since 1986, and supplies solutions to major global corporations as well as SMEs.

Tel: +44 (0)20 7193 1457
Tel: +1 949 648 7400
businessprotection.com

**CATALYST
 AVALUTION CONSULTING**

Function: Policy and procedure development, business impact analysis, risk assessment, recovery strategy definition, plan development (business and IT), exercising, automated workflow, and reporting.

Launched: May 2012. Upgraded quarterly.

Catalyst is web-based business continuity software that combines a modern, simple user interface and on-screen guides with the provider's industry-standard methodology to make continuity planning easy and repeatable for every organisation,

regardless of size, industry or geography.

Catalyst uses a set of integrated modules – including policy and procedure development, BIA, risk assessment, recovery strategy definition, plan development (business and IT), and exercising – to support both initial data gathering and ongoing maintenance of business continuity related information.

Catalyst offers a number of features that minimise the resources and effort needed to successfully maintain a business continuity programme, including heavily integrated data, on-screen user guides, single view plan editors, automated workflows, and history logs.

User accounts can be created for any party that requires access to the site, and permissions can be set for each individual user, thus controlling what parts of the site each user can access and/or modify.

This product was designed to enable organisational compliance with leading industry standards, including ISO 22301. In addition, Catalyst enables compliance with both the FFIEC and FINRA US regulatory requirements. Any user with access to a major Internet browser can access and securely work in Catalyst – regardless of location.

Catalyst stores client information in secure databases, located in an SSAE 16 Type II data centre. All communications with Catalyst are secured using strong, military grade TLS encryption. Catalyst – available in Basic (free) and Pro (starting at US\$100 a month) editions – is designed to be cost-effective software, and does not require a contract.

A free 30-day trial of this product is available via the supplier's website.

Tel: +1 866 533 0575
bccatalyst.com

**CLEARVIEW
 CLEARVIEW CONTINUITY**



Function: BCM encompassing BIA, planning, exercise management, risk assessment, vendor assessment and notification.

Launched: 2003.

ClearView is simple to use, even for non-BC specialists, and supports BCM best practice and has minimal requirement for administrative support. The software is accessible from any web browser and mobile devices. It can be implemented without any need for extensive consultancy and requires minimal training. ISO 22301 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, encouraging them 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. There is also an integrated EMN system.

The user interface is flexible to allow for easy customisation 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. ClearView is ISO 9001 and ISO 27001 accredited.

+44 (0)1869 255 792
clearview-continuity.com



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CONTINUITY²
CONTINUITY



Function: Integrated BCMS with BIA, BC planning, exercising, MI, audit and incident management, notification.

Launched: 2004. Current version 4.0.

The Continuity2 software system is a fully scalable product which can be used by small, medium or large international businesses alike.

The product has been designed with ease of use in mind, combining best practice requirements of a business continuity management system. The software combines powerful day to day business continuity management capabilities (BIA, planning, exercising, document control, management information, audit and compliance) with an emergency notification capability (including two-way SMS, teleconferencing, incident management, and mass calling).

Inbuilt automated workflow allows the system to maintain the currency of business continuity requirements through automation, thus freeing up valuable time of both the business continuity professional and those tasked with business continuity responsibilities.

The software is used by a number of well-known brands within both the private and public sectors. Customers include banks, utilities, the blue lights, local authorities and educational establishments.

Tel: +44 (0)845 09 444 02
continuity2.com

CRISIS COMMSUITE
CPA SOFTWARE LTD

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

Launched: 2007. Beta version: 2006.

Crisis CommSuite 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. 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. This software is designed to work with any other tool, regardless of vendor, to provide a single point of access at critical times. In business as usual 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.

The product supports ISO 22301 and can provide an off-site, virtual storage capability for all of the key control documents required by ISO 22301. If an organisation defines its BCM 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. This product uses recognised SSL security and incorporates full user ID and password protection, and user profiles dictate which areas users are authorised to access.

Tel: +44 (0)1527 61926
cpa-ltd.com

ESECURUS
NONVERBA

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

Launched: 2004. Major upgrades annually.

This enterprise BCM planning tool supports all aspects of the BS 25999 recommendations.

The system has been adapted to be ISO 22301-ready. This means quality processes can be leveraged if required to feed recovery task sheets, cutting plan development times and ensuring integrity of operational recovery process data fed from an ISO 9001:2008 Quality Management System.

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 business continuity management strategies.

Additionally, internal audit can be supported through NonVerba's eInviso software, along with state of readiness reporting and management oversight through dashboard technology; change management and audit control.

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.

The NonVerba product suite includes BCM Cloud, NaCTSO BCM Cloud, eSecurus Blue Light & TCRMS.

Tel: +44 (0)20 7887 4544/0800 783 6917
nonverba.com



INONI INONI LTD



Function: Business continuity and resilience management software platform providing standard and bespoke capability.

Launched 2005, updated twice a year.

INONI is a versatile software platform providing a suite of web-hosted resilience and continuity tools. The platform is programmable and its underlying structures can be shaped to accommodate customer methodology and other bespoke requirements. It offers time-saving simplicity for end-users, delegated operations management and a powerful administration and reporting environment.

INONI BCM Pro is an online BCMS delivering integrated BIA and BCP to multiple locations. Hosted on the INONI platform, Pro works out of the box or can be tailored to fit, with a range of optional add-ins. It can be fully or partly managed by INONI on a software as a service (SaaS) basis. INONI Lite is an online toolset that helps small and medium-sized organisations create and maintain compact standalone BIA and business continuity plan. Lite collects information using convenient surveys, supported by comprehensive online help. It provides online and offline reports, accessible from web-connected devices including smartphones. Lite is scalable and priced to be affordable for smaller firms.

INONI Resilience is a suite of utilities supporting management of organisational resilience. It includes a resilience maturity review and due diligence tools for the supply chain, including business continuity management and information security. It evaluates potentially thousands of suppliers against adopted standards with low effort

and close control, offering automated analysis, review and oversight.

INONI Enterprise provides full access to the INONI platform and bespoke capability for organisations with specialised requirements. It offers self-administration, self-hosting and options for perpetual or annual licensing. Administrator features include user and group management, content and report management, import and export, calendar workflow, flow control, SMS and email notification, data slices and views, graphs and charts, review and e-signoff, archive, and intelligent FAQs.

INONI also offers consultancy for client-tailored solutions.

Tel: +44 (0)1189 629 757
inoni.co.uk

LINUS REVIVE LINUS INTERNATIONAL

Function: All phases of the BCM lifecycle, including BIA and resource dependency mapping, costed strategy development, procedures development, exercising, programme management, maintenance, audit and user permissions. Integrated risk management and emergency/mass notification.

Launched: 2002. Current version 9, version 9.1 released October 2013. Annual upgrades.

Linus Revive is a multi-award winning business continuity management system (BCMS). Linus Revive maps the business continuity management lifecycle and provides intelligent business continuity plans to give users just what they need, when they need it, for any part of the organisation affected by the event. Changes are immediately reflected throughout the system, so business continuity plans can be dynamically

tailored to suit a specific disruption event. Linus Revive is available on any platform, including iOS and Android, allowing recovery in the field. It is available via subscription to a fully hosted cloud solution, as an in-house installation, or a mixture of the two.

Productivity tools make business continuity management easy, including tree view, drag-and-drop and integration with Microsoft products such as Word, Project, Visio and Excel.

Programme management provides scheduling, notification, review and escalation. Linus Revive is aligned with ISO 22301, ISO 22313 and the BCI Good Practice Guide and includes integrated Risk Management aligned to ISO 31000.

Tel: +61 3 9017 21198 6644
linusrevive.com

MATACO SAVANT



Function: A secure, web-hosted, fully integrated, business continuity planning solution. Dependency mapping, plan templates, plan development, reviews, exercise tracking, notifications and threat assessment.

Launched: 2009, 2/3 releases per year. Current version: 3.2.3.

Offered as a cloud-based SaaS solution, Mataco is a secure and globally accessible way to hold business continuity data. Mataco is continuously developed in partnership with business continuity practitioners to offer full support for all aspects of the business continuity management process. The



software provides support for ISO 22301 and the 2013 edition of the BCI's Good Practice Guidelines.

Mataco is designed to make business continuity and emergency plan creation and maintenance easy and efficient. Its goal is to provide a single repository for all the information required. Any change to data is reflected instantly in all plans. Plan templates can be set up easily, providing users with flexibility on the format and content of their plans whilst ensuring a consistent 'look and feel' across the organisation. Plans can also be formatted to fit the user's corporate style.

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 the software – the resulting risk register can be used to prioritise planning. The product's email alert feature informs 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.

Mataco offers web-based remote access to all plans and data. Plans are produced in PDF format for viewing on desktop computers or mobile devices.

This product also features a quick and easy search facility allowing users to find plans and contact staff from any web-enabled mobile device. Data from any current Excel or Word documents and Access databases can also be migrated into this product.

Mataco includes extensive reporting functionality, enabling reports to be easily produced on suppliers, resources, premises, people or

activities. Plan status reports provide business continuity managers with an immediate overview of all plans in place, their owner, current status and whether reviews or exercises are overdue.

Tel: +44 (0)1524 784400
mataco.co.uk

MYCOOP COOP SYSTEMS

Function: All phases of the BCM programme support: project initiation, BIA/risk, planning, awareness, maintenance, testing, and incident command, driven from a simple browser interface and a unified database. Pre-configured ISO 22301 package.

Launched: 2002. Current version: 6.14 2013. Quarterly upgrades

COOP Systems supports some of the world's largest organisations by unifying all the professional practices in a seamless, easy to use package hosted and supported 24/7 internationally. myCOOP has recently added support for all major smart phones and tablets at the operating systems level, with live and direct access to myCOOP database information.

Functions include flexible BIA/risk survey collection and graphical analysis; quick and easy plan creation and management; and programme management tools (such as maintenance tasking, testing and training). Integrated one-click mass notification, and incident command for exercises and real events are also included. COOP Systems and its partners support clients anywhere in the world, regardless of industry, language, geography or scale of business.

Tel: +1 703 464 8700
coop-systems.com

OPSPANNER PARADIGM SOLUTIONS INTERNATIONAL

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

Launched: Current version: 6.1. Update due Q1 2014.

OpsPlanner is a fully integrated business continuity planning, BIA, risk assessment, incident/recovery management and automated notification solution covering all facets of a comprehensive business continuity programme.

OpsPlanner is being rolled out in a variety of industries and organisations of all sizes. Customers include pharmaceutical, financial services, food and product distribution, education, utilities, transportation, healthcare, federal contracting firms and federal government agencies. As a whole, the OpsPlanner solutions are designed to be scalable and can be used by any size entity, from small local organisations to large multi-national enterprises with thousands of users.

The OpsPlanner Enterprise solution is for medium-sized to large commercial companies and government agencies, while the newly released OpsPlanner Xpress is especially geared to the planning needs of small to medium-sized organisations.

The flexibility of the software allows clients to utilise the OpsPlanner solutions (OpsPlanner Enterprise and OpsPlanner Xpress) through all phases of the BCM lifecycle including plan audit, risk assessment, impact analysis, plan development, recovery, testing, and maintenance.

The solution contains specialised templates and checklists which enable the client to plan consistently with ISO22301, NFPA 1600, ASIS,



BS25999, NIST 800-34, FFIEC guidelines, and DRII/DRJ GAP.

Tel: +1 814 943 4007
opsplanner.com

ORBIT ESOLUTIONS EUROPE



Functions: BIA, risk impact analysis, emergency management, crisis management, business continuity planning and management, incident management.

Launched: 2005. Current versions 2.5. Next Release: 3.0 scheduled for December 2013.

The ORBIT suite was designed to manage the complete business continuity lifecycle.

The BIA, risk impact analysis and emergency planning is carried out through a user-friendly interface. In addition, BIAs can also be carried out through html questionnaires designed by the business continuity manager.

One of ORBIT's most important features is its ability to connect with external systems to capture variations that may influence the efficacy of business continuity plans, which keeps plans up to date and relevant.

ORBIT is a web-based application which connects organisations, groups and teams across multiple languages.

Compatible with all major operating systems, this product is fully configurable and customisable.

ORBIT constitutes several modules, allowing clients to purchase only the software they need for a particular project.

eSolutions offers a series of professional services for installation, training and configuration. ORBIT is used as a complete business continuity management system by companies in the banking and insurance, the healthcare sector, public services and aviation.

Tel: +39 02 67100846
esolutions-europe.com

PHOENIX SHADOW-PLANNER PHOENIX



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), business continuity planning, maintaining and exercising.

Launched: 2002. Current version 4.2

Phoenix Shadow-Planner's pioneering and award winning solution has been developed to streamline a structured business continuity management strategy, to make it quicker, more efficient and cost effective. Using a SaaS model, users can access the tool easily.

Phoenix Shadow-Planner has been developed

with the end-user in mind – making the process of devising and implementing a business continuity plan for any eventuality simpler.

With the application's cloud-based access model and improved mobility capabilities, the existing business continuity planning and BIA modules have been further enhanced in Version 4.2.

New enhancements and features include: improved and simplified navigation, mass notification and message broadcasting and response tracking via SMS and/or email; targeted communications with the Perspectives feature, which allows the right people to receive the right message at the right time. A 'Plan in your Pocket' is accessible via the BlackBerry PlayBook tablet or the new Shadow-Planner mobile app for BlackBerry smartphones. Multi-lingual and multi-currency search facilities, translations and templates; enhanced security checks to access documents and information; advanced customisation through 'my favourites' and 'my mobile' tabs; plus new and enhanced reports including detailed BIA analysis.

Tel: 0844 863 3000
phoenix.co.uk

PLANCHASER STRATEGICAL.IT

Function: Business continuity workflow, notification with response, asset maintenance, private cloud hosted, mobile and desktop access.

Launched: 2012

PlanChaser has been designed to enable businesses to react quickly to incidents and emergencies by launching predefined business recovery workflow plans that push information to teams informing them of what tasks need to be done. Plan workflows are presented in a familiar Gantt-style format and can be designed and edited



in a similar manner to project planning tools. Plan workflows can also be defined to handle maintenance of assets, such as equipment, infrastructure, contracts, policies and contacts.

PlanChaster automates the ongoing management or maintenance of equipment, services and other assets; automatic audit trail of what has been done with the facility to add ad-hoc work notes; and creates teams containing the best people for the job at the time a plan is launched based upon their current skill set and organisational role.

PlanChaser can be accessed via desktop PC web browser or via mobile device (smartphone/tablet) using the optimised mobile interface. It automates the management of people via pre defined plan workflows that instruct and inform.

It also automates communications via web, SMS, email and instant messaging.

Tel: 020 3432 8880
planchaser.com

**RPX
RECOVERYPLANNER**



Function: BCM, DR & CIM lifecycles: risk, BIA, plan development/maintenance, incident and crisis management, mass notification and professional services.

Launched: 1999. Enhanced regularly.

RPX includes all the components to support the entire business continuity management, disaster recovery and CIM lifecycles in one, web-based application and promotes collaborative, automated planning, activation rehearsing and analysis in one closely integrated 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. 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 built-in virtual command centre is an interactive incident and crisis management tool that automatically records and manages all incidents and exercises and provides an integrated notification system.

Implementation is designed to be easy, with integration capabilities provided through a web services API that creates a means to connect to customer's systems for real-time data acquisition. There are also a series of other tools built into RPX for easy migration and integration of data and pre-existing plans.

RPX also features ease of use/user interface, ease of reporting and easy customisation, mobile access, supplier and vendor/vendor management capabilities, GIS, audit features, executive dashboards, 'what if' modelling, and a Compliance area for self-assessment and provides templates for pertinent BCM frameworks such as ISO 22301, BCI, DRII, NFPA 1600, BCI, FFIEC, and NIMS.

The user interface supports English, Spanish, Portuguese and French. User support is available in English, Spanish and Portuguese and covers business hours for time zones around the world and 24/7/365 emergency service support. Hosted (SaaS) and customer hosted options of the RPX software are available. The RPX software is EU and Swiss Safe Harbor certified, undergoes continuous third party security testing and follows ISO standards for security assurance.

Organisations (private, public, governmental) throughout the world, of all sizes (SME, national, global, S&P and Fortune 500) and across the banking and insurance, healthcare, manufacturing and energy sectors. A network of partners provide local sales and support capabilities throughout

Europe, Americas, EMEA and APAC, including direct representation, support and professional services personnel in the United Kingdom.

UK/Europe: +44 (0)1322 424654
USA Toll Free: +1 877 455 9990
recoveryplanner.com

**RESILIENCE ONE BCM SOFTWARE
STRATEGIC BCP**

Function: Business continuity planning and management, integrating BIA, risk assessment, disaster recovery, crisis management, and plan test/exercise management.

Launched: 2004, with periodic updates.

ResilienceONE provides a comprehensive, convenient way to achieve multiple aspects of business continuity and resilience within one cloud-based solution.

A fully integrated relational database links all related business processes, associated assets, personnel, facilities, and vendors, enabling users to identify risks, establish priorities, generate and test recovery and continuity plans, and empower strategic "what if" analysis.

The software uses basic business questions (not jargon), plus direct integration for 17 types of data, to simplify data gathering and plan building. A built-in methodology, with flexible labelling that adapts to the organisation's terminology, is complimented by extensive expert content and step-by-step guidance. Built-in custom reporting, with drag-and-drop convenience, complements extensive plan formatting flexibility.

ResilienceONE assures compliance with all major industry standards. An all-inclusive subscription provides universal web browser access for unlimited users – plus free configuration, free training, and free migration from the user's



previous business continuity plan. Product tutorials and access to a live demonstration are available through the Strategic BCP website.

Tel: +1 866 594 7227
strategichcp.com

SUNGARD ASSURANCE SUNGARD AVAILABILITY SERVICES

SUNGARD® Availability Services

Function: Business continuity management software planning tool for large scale organisations.

Launched: 2013.

SunGard is launching a new business continuity management software tool, SunGard Assurance in November 2013.

Designed by industry practitioners, SunGard describes its latest offering as “next-generation business continuity software,” which it says will “remove the barriers to organisation-wide engagement and build greater confidence in contingency plans.”

SunGard Assurance has been designed to be easy and intuitive for the novice user, as well as easy to use across multiple workspace devices – be they tablets, laptops, Macs, PCs or mobile devices. SunGard Assurance has also been designed with minimal training time in mind.

SunGard Assurance can only be purchased via a SaaS model, offering a high degree of resilience by ensuring the software is always up to date. This also means the software is still available if and when a disruption strikes the user's business.

SunGard's latest offering is one of numerous

award-winning solutions including cloud infrastructure, managed services, recovery services, cloud ICT and information availability consulting.

Tel: 0800 143 143
sungardas.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: 2006. Upgraded annually.

The Planning Portal (TPP) assists with each phase of the business continuity management 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 – including BIA, risk assessment, planning (business and IT), exercising, training, and notification – 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.

User accounts can be created for any party that requires access to the site, and permissions can be set for each individual user – thus controlling what parts of the site each user can access and/or modify. In addition, authorised users can access TPP via a mobile app on their BlackBerry, Android

or iOS. TPP was designed to enable organisational compliance with leading industry standards, including ISO 22301.

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 a hosted solution and stores client information in secure databases, located in a SSAE 16 Type II data centre. All communications with TPP are encrypted. TPP is priced as a simple monthly fee, with initial setup and training included.

Tel: 0866 533 0575
theplanningportal.com

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Upcoming reports include:

- EMNS Software Report, publishing in November 2013
- Risk Software Report, publishing in January 2014

We are currently taking submissions for the EMNS Software Report.

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

Globally Acclaimed, Award winning **eBRP Suite** is a unified Business Continuity software platform that includes utilities for the entire BCM lifecycle, and provides tools for IT-DR, Crisis Management, Emergency, Incident Management and all other forms of contingency planning.

eBRP was the first to:

- License its software for Unlimited Concurrent Users
- Introduce Process Modeling as a Risk Management concept
- Promote Dependency Mapping as a knowledge tool for Enterprise Risk Management
- Incorporate 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

Designed by planners, **eBRP Suite** engages stakeholders, empowers owners and excites planners with the breadth and depth of its features and functionality. With incorporated BIA surveys, Graphical Dashboards and smartphone accessibility, **eBRP Suite** enables users to create & maintain DR/BC Plans as well as respond to any Incident anywhere, anytime.

eBRP's global network of management & consulting partners assure that **eBRP Suite** can be implemented and supported in any enterprise, regardless of size or industry, anywhere around in the world.

SUNGARD® Availability Services

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infoavail@sungard.com
www.sungard.co.uk

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Wayne, PA 19087 USA
Tel: +1 610 768 4120
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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



INONI LIMITED
Tel: +44 (0) 1189 629 757
INFO@INONI.CO.UK
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.



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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	•	•	•	•	•	•	•	•	•	•	•
Remote access	•	•	•	•	•	•	•	•	•	•	•
Hosted/SaaS option	•	•	•	•	•	•	•	•	•	•	•
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	•	•	•	•	•	•	•	•	•	•	•



Mataco	myCOOP	OpsPlanner	ORBIT	Phoenix Shadow-Planner	PlanChaser	RPX	Resilience One	SunGard Assurance	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
.	Remote access
.	Hosted/SaaS option
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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Business Continuity Management

Natural disaster, terrorist attacks or the loss of important suppliers and service providers are events, which happen daily somewhere in the world. Every single of these threats can paralyse your enterprise for days, weeks or months or even lead to the collapse. A working Business Continuity Management can signify the difference between survival or collapse of your enterprise. Business Continuity Management is the comprehensive method to ensure your enterprise against threats and to guarantee that your critical business processes also work during disturbances or emergencies.

We are a specialized consulting and software company with the focus on the subject of Business Continuity Management (BCM).

By working closely together with your company, we achieve strategies and solutions that provide security against factors that threaten your organisation.

The consulting service is defined for every customer after his individual requirement profile and is based on our field-tested method.

Our consulting services include the following:

- Implementation, continuous development and audit of Business Continuity Management Systems (BCMS) and hence all parts of the BCM lifecycle according to BS-25999 and soon ISO 22313/ISO 22301 in companies and government agencies.
- Implementation and continuous development of IT Service Continuity Management, incl. Disaster Recovery and IT contingency planning, for IT service providers and IT departments.

Additional aspects of ITSCM:

- Data Backup Processes
- Threat and vulnerabilities risk assessment (for Data Centres)
- Service Level Management
- Availability Management
- Implementation and continuous development of Information Security Management Systems based on ISO 27001



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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.

- Delivers ease of use for straight-forward, effective deployment and maintenance of BIA's, plans, exercises and continued nonconformance/ 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
- Accessible from any web browser and mobile device
- Provides alignment to international BCM standards
- Winners of BCM Software of the Year 2012 and 2013
- 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.



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roberto.perego@esolutions-europe.com
www.esolutions-europe.com

ORBIT is a software platform for managing the process of Business Continuity and Disaster recovery which helps organizations to build, implement and maintain business continuity and disaster recovery plans and allow risk mitigation through the collection of information, data and the maps of the entire organization and helping the responsible organizational structure in every step of the lifecycle of their BCMS and DR programs.

ORBIT is a solution to help businesses collect, analyze and manage the amount of data that must be recorded to meet the needs of a BCMS project conform to international standards and the main methodologies and best practices.

ORBIT allows organizations to organize the business model according to the needs of the company, it's multi-company, multi-group, multi-lingual and multi-jargon, and allows to manage all phases of a BCMS and DR project (BIA, BCP, Test, Crisis, etc.) in a guided and controlled manner and allow the integration between Business and IT (integration between Business Continuity and Disaster Recovery).

ORBIT's development strategy, in these years, has been to evolve the product according to customers' needs.

The Association of ORBIT Users aims to share experiences on the topic of Business Continuity Management and the use of ORBIT software suite.

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Enterprise Wide Solutions

RecoveryPlanner's software, RPX, provides an integrated web-based application for Business Continuity Management (BCM), Disaster Recovery (DR) and Crisis/Incident Management (CIM). RPX has over a decade of input from our customers, the marketplace, BCM, CIM, Risk regulations & frameworks and our certified professionals.

All-in-One, Web-based Software for BCM, DR, Risk and CIM

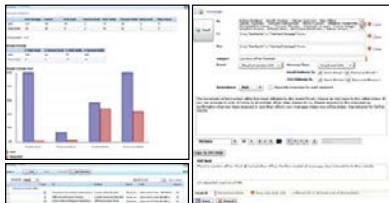
The software includes: Risk Assessment; BIA; Plan Development and Maintenance; Exercising/Testing; Crisis/Incident Management with Automated Notifications and GIS, Easy Reporting, Customization and Compliance in ONE easy to use application.

- Easy to use for rapid configuration, deployment and training
- Robust integrated tools for easy migration and integration of data and plans
- Unlimited licensing, multi-language user interface and mobile access
- Customer-centric support available in various languages and world-wide time zones
- Fully supports Risk, BCM & CIM frameworks, such as ISO 22301, 22320, 31000, COSO, DRIL, BCI, etc.
- Hosted (SaaS) and customer hosted versions available
- Award-winning Planning System and Service Provider

Since 1999 RecoveryPlanner has been delivering innovative Risk, BCM, DR & CIM solutions for customers across the globe. Our clients enjoy improved collaboration, automation, planning & recovery communications and customer support. Our network of partners provides local sales and support capabilities throughout Europe, Americas, EMEA and APAC, including **direct representation, support and professional services personnel in the United Kingdom**. Contact us today to see why companies of all sizes and industries rely on RecoveryPlanner's BCM, DR, Risk and CIM products and services.



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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 iMODO also available

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



The next issue of CIR magazine will contain the **Emergency & Mass Notification Software Report**, to advertise in this or the CIR **Professional Services Guide** which appears in every issue of the magazine please contact Graeme McQueen on + 44 (0) 20 7562 2434 or email graeme.mcqueen@cirmagazine.com

Business Continuity Software Report - Supplier Directory

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Mataco is a business continuity planning tool that offers support for all aspects of the BCM process:

- It is aligned to BS 25999 and ISO 22301
- It provides secure off-site hosting accessible from anywhere
- Mobile Mataco is also included, enabling access to all contact lists and Plans from mobile devices
- Updates to business data, such as phone numbers, teams, actions, resources, suppliers is done once in one place and the updates are automatically made in all Plans containing the data.
- BIA data can be imported into Mataco from Excel
- Mataco supports the monitoring and control of reviews and exercises
- The Reporting facility enables quick and easy reporting on BIA data with export to Excel. Reports can be developed to meet specific client requirements.
- Mataco will deliver improved control and reduce maintenance time
- An audit trail tracks all changes made to the data

CONTINUITY²

Business Continuity Management Software

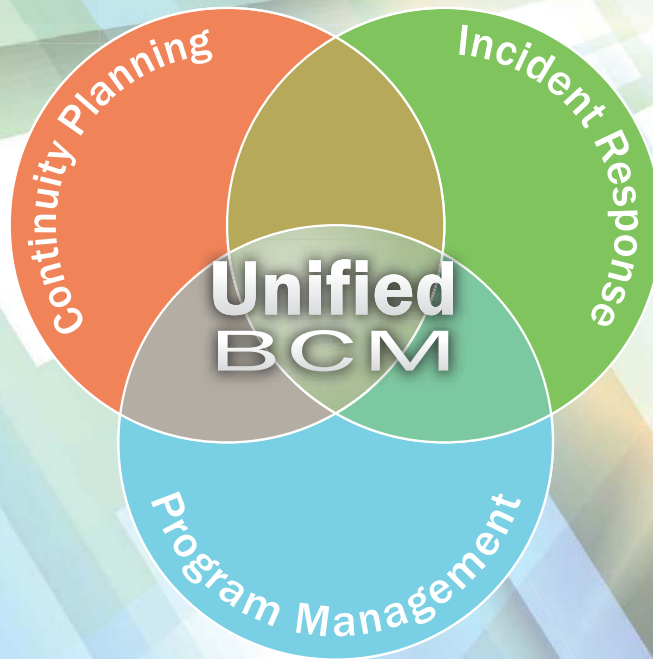
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- Smartphone Accessibility

- BCP Exercise
- IT Recovery Testing
- Scenario Simulation
- Incident Assessment
- Plan Activation
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- Issue Resolution
- Dashboards

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- Access Anywhere, Anytime

