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BUSINESS CONTINUITY SOFTWARE REPORT 2015

➤ **Reality check** – *Whatever the nature of an organisation, its business continuity plan is often only as good as the software that puts the theory into action. Martin Allen-Smith reports*

➤ **Taking centre stage** – *From corporate intelligence to smarter communications, software can provide information for a wide range of requirements. Jon Mitchell explains*

➤ **Business continuity software report**
– *Products and features*



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Reality check

Whatever the size and nature of an organisation, its business continuity plan is often only as good as the software that helps to put the theory into action. Martin Allen-Smith reports

It used to all be so simple. For some, business continuity planning once consisted of a neatly written document that could be drafted once a year and then cheerfully filed away, hopefully never needed. It meant boxes could be ticked and directors could sleep a little easier in the supposed knowledge that, should the worst happen, they had it covered.

Whilst simpler, the reality was that this was a document that became out of date almost as soon as it had come out of the printer, such is the dynamic nature of modern business. For any plan to be effective, it needs to be based on a real time picture of the organisation, something made easier by a rapidly evolving set of business continuity software tools.

Daren Howell, EMEA proposition manager, Sungard Availability Services, believes that the past two to three years has seen some significant changes to the ways in which business continuity software addresses market needs. "Perhaps the biggest change for clients is the need to address the live situation when an incident occurs," he explains. "We've gone from something being used to assess static business continuity – largely based on what happened the last time you updated the continuity plans – to a situation where the output of that plan (and the outcome it produces) is far more important than it has ever been before."

For many businesses, the biggest fear factor has changed from the threat of being hit with large regulatory fines to a more wide-ranging reputational risk from suffering a major interruption that was not adequately prepared for.

"Without a doubt, standards and regulations compliance drives the



business," Howell adds. "But where we're really seeing adoption is from businesses just wanting good corporate governance. This is the big reason for the shift from static plans to live planning software which is far more effective at ensuring that you can recover the organisation. Increasingly users are looking at outcomes rather than just compliance."

Mobile technology has played a big part in shaping today's software market. Getting the plans into the hands of those that need them has been the big challenge over the years, but the mobile world that we now live in has led to what Paul Gant, head of BCM Assurance at Phoenix, describes as a great leap. "It has been the big step in getting paper documents or PDF files on a laptop into an app that you can easily access on any device that you have. We've spent a lot of time on it ourselves but I think it is also a trend that is rolling out across the rest of the market as well."

He also points to a new focus on mouse clicks as another staging post in the evolution of the market: "If you can reduce the number of mouse clicks required to carry out a particular operation from seven to two then you have driven greater efficiencies into the product." He adds that around the market as a whole there is room for improvement in this respect, with some software suppliers yet to fully streamline this part of their product offering.

Married to the need for simplicity in accessing data however, is increased complexity within the data itself. Software now allows a far greater level of detail to be implemented in real time business continuity planning. Long gone are the days of basic instructions that amount to little more than 'get out of the building'. Business as usual can be maintained thanks to desk-level planning with 'pre-canned' scenarios that detail exactly what needs to happen right down to the level of an individual desk or workstation in the event of an incident, enabling an organisation to stay in complete control of exactly which department or individual has been relocated and where. "It is about taking it out of the generic and into the specific," added Gant.

There's plenty of evidence to suggest that the software market still has room for growth. As more and more organisations realise they are completely reli-

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ant on IT – which is in itself becoming increasingly complex – their ability to manage it effectively becomes more of a challenge, in terms of the amount of information that needs to be captured and turned into an actionable plan. The only way to do that is to have the right tools in place, and being able to identify the dependencies (such as a third party supplier for example) is increasingly central to ensuring resilience.

Whilst many organisations think and operate internationally, there do still appear to be some noticeable regional variations in business continuity software take-up. Predictably, the more mature business continuity markets have adopted more readily. The US in particular is the most active marketplace for software but this follows the general trend in the use of enterprise technology/solutions for corporates. “The UK is following hard on its heels and we are finding that the ‘Atlantic drag effect’ is now taking hold with most large organisations – principally private sector – considering software to improve business continuity capability,” says Charles Boffin, chief executive at ClearView Continuity. “In Europe, it is less buoyant with the focus of attention mainly on the largest players, who probably also have an international presence.”

He adds that the Middle East is starting to engage and move rapidly with a distinct domino effect over the past two years in this region. Asia is starting to follow but the focus tends to be on accreditation and compliance, and how software supports this process. Africa is in relatively early stages but there are already real signs of engagement.

Within organisations, the user base has changed quite significantly too.

Where once there were quite complicated business continuity software tools that were geared towards the professional user who managed the plans, business continuity software is increasingly accessed by users associated with the more everyday parts of the organisation, such as heads of departments who don’t necessarily have time to also be fully-fledged BC professionals and yet need to be able to manage their own particular aspects of the business.

Crucially, there is also a tight-knit link between the software provision and the business continuity planning function within organisations. Howell says it is not just a case of saying to a customer ‘here’s a set of instructions’; “It’s now also about understanding the risks, turning those risks into executable actions by people within the organisation to ensure recovery. The two aspects are now much more integrated than they ever were.”

The key here is in the practical implementation and use of software. Many organisations succeed in this but equally, many encounter real barriers and objections. Where does it go wrong? Pushing out software that is hard to use and difficult to understand leaves end users frustrated and rather than encouraging the use of automation, it achieves the opposite. ClearView’s Boffin believes there are two main contributors to this failure: “Firstly, some software providers have historically focused on complexity of functionality at the expense of usability and, secondly, the businesses themselves have not provided end users with adequate support. The software must be able to stand alone and be capable of being used on a very infrequent basis without any practical support.”

The counter side of this is that when companies ‘get it right’ and use the best software, it can have a significant halo effect on the whole process. Software that is usable, and accessible by a range of devices with ‘smart’ workflow, enhances the process for end users. “Moving from a ‘stale’ Word document or Excel spreadsheet into a living web-based system reflects what users see elsewhere in the world,” Boffin adds. “Business continuity as an industry – and business continuity technology in particular – must move and evolve as with any other part of the corporate structure.”

He feels that the market is rising to the challenge, with business continuity software becoming the ‘glue’ and providing an answer to the question of how executives can view the corporate universe in one place, rather than across a myriad of individual data sources.

Ultimately, business continuity software is there for a purpose and that is when an incident happens, it has to help people to manage the recovery and so protect the organisation. Sungard AS’s Howell says. “We’ve seen a growing interest in terms of a business governance and crisis management approach to business continuity. That’s the context in which customers are feeling more comfortable investing time and money as opposed to the reactive grudge purchase that business continuity used to be seen as.

“It’s much more meaningful and relevant, and company directors are seeing much more value in terms of crisis management. That’s the sweet spot that we’ve seen customers buying into, based on a better understanding of what business continuity software can deliver for an organisation.”

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In a market where technology is constantly changing the way that practitioners manage their BCM programmes, the use of software is a much-discussed topic. But these discussions tend to focus on individual perceptions, such perceptions being driven by personal experience of a particular software system in a particular organisation, or perhaps a judgemental view of the uses of software based on media commentary or a particular supplier's marketing message. Often the end result is a view that BCM software is simply a means of creating and managing BIAs, plans and other related BCM activity with the benefit of automated workflow.

One thing is clear. Software has the potential to be far more than this somewhat narrow perception that it is merely a system to automate BC activity. From the practical experience of ClearView clients in all regions of the world; clients of all sizes from in-country modest organisations to global institutions and numerous sectors/industries, it is clear that a huge range of opportunities appear to businesses who take the leap from basic in-house document management systems with (or without) Word/Excel documents into a mature and rapidly developing BCM software solution.

Here are five practical ways that BCM software has helped our clients to open up new opportunities:

Corporate intelligence and regulatory reporting

BCM software provides a unique view of the corporate universe. Fed by golden source data, there really is no other natural repository for corporate inter-connected data, coordinating

Taking centre stage

Business continuity software is about more than just automating BCM activity. From corporate intelligence to smarter communications, software can provide information for a wide range of requirements. Jon Mitchell explains

information on people, property, processes, resources, applications, assets, external and internal suppliers across the entire business.

The richness of information and outputs enables regulatory reporting to become an easy, accurate, flexible process. For clients in financial services, this means that regulatory reports that underpin areas such as resolution and recovery planning are just a click away. For other industries, governance, compliance and standards reporting is, likewise, a simple, automated process.

And this enhanced corporate intelligence leads to many other opportunities as key data is aggregated in a smart way, for example process re-engineering or cyber security. This is an area where BC truly sits centre stage.

Asset management

Delivering corporate 'aggregated data' also includes a granular view of an organisation's assets, in particular the IT infrastructure and applications world. What are the relationships and inter-dependencies? How do you monitor end applications, sitting on various hardware instances in numerous datacentres in a complex organisation? How do you define not just the relationships between the assets but also the scale of use and possible impact on the business? For example, if we lose an application, hardware or

a datacentre, what is the impact on our end customers or our individual product lines? What are our critical processes and where are they based? Which product lines might fail?

BC software should provide data for service managers and administrators which covers the entire range of requirements, from planning and expectation gap analysis through to practical 'in incident' assessment. It provides the confidence to hard-pressed IT departments in liaison with their 'business' colleagues that the real impact of incidents can be both forecasted and managed effectively.

'Large company capabilities' for smaller companies

BC Software does not discriminate between clients. Larger businesses may have more complex and sophisticated organisational components and infrastructures, but, essentially, the challenge of BC remains the same.

Software levels the playing field for all, providing a high level of BC capability, whatever the size or location of the client concerned. Punching above your weight in BC capability terms is a very feasible target for all businesses.

And the modular nature of good BC software with easy to use self-administration/configuration, means that you can start simple and build

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capability as your business BCM programme matures. Whether it is a phased approach or 'big bang' the flexibility of software enables you to meet the challenge successfully.

Smarter communication

Historically, the competencies of emergency notification and building BCM programmes have been viewed separately but the lines are becoming ever more blurred as technology bridges the gap. Emergency Notification is a natural extension of the BC planning process – a means of using the information gathered in the plan process in a dynamic, interactive way at point of need during an incident.

We know that our clients seek a range of communications options as one size does not fit all in this particular space. And software should be flexible to provide answers to this question. For example, in ClearView the core inbuilt functions of email, SMS and push notifications allow a strong foundation for clients to communicate effectively to groups, be they internal or external.

And for businesses that require a more sophisticated approach, there is the ability to have a fully functioning emergency notification system with voice capabilities, dynamic conference calling and a range of functionality that can be integrated for international support.

The core issue underpinning all of this is the dynamic nature of the system so that users can make choices with

"Software levels the playing field for all, providing a high level of BC capability, whatever the business"



communication options at point of need. And all driven by a single source of data within the software so that there commonality of information and purpose.

Be BC radical!

Fundamentally, BC is a process of data management. We capture data from various sources, we manage this data through workflow processes such as an impact analysis in the wrapper of specific hierarchical entities ('BIA for finance department, Houston' for example) and we then view the outputs in actionable lists/activities called plans.

But the radical point here is that all of the above is built on the same data set and, in short, BIAs and Plans, are just different views of the same data. They don't have to be separate entities.

So, traditionally, why do we have this separated view? Well, processes tend to follow available technology and in a world of Excel BIAs and Word Plans this made sense. But the picture is changing.

Some of our clients have grasped this opportunity and have moved

(are moving) towards a more mature 'single' view of the BC universe. The concept of BIA and Plan is disappearing. There is a single entity governed by automated workflow where the user is taken 'wizard style' through a management process. As in the more traditional way, this consists of elements of risk and impact analysis leading to the construction of an actionable plan, but the key here is that this is one data set. There may be multiple approval and review points in the process but, to the user, this presents a simpler and more effective view with which they interact.

Taking this leap and accepting that we have one data set, that BIAs and Plans are just views of that data and that they need not be maintained independently is a big step, but the benefits are tremendous.

Different users will have different views of this data. Administrators can view gap analysis and exception reports, import administrators can manage golden data source feeds. The task configuration process in ClearView enables users of all and any type to be created – the opportunities are endless. And finally, dropping paper based plans in favour of using mobile applications for plan access is another game changer.

So, be a player of the future!

Where next?

If you want to know more about how ClearView can help you move to the next level in managing an effective business continuity programme, contact us on +44 (0)1869 354230 or email Jon Mitchell at jon.mitchell@clearview-continuity.com

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Your guide to business continuity
management software

Business Continuity software report



CLEARVIEW CONTINUITY

ClearView is a best in class, globally award winning, business continuity management software platform encompassing risk assessment, BIA, planning, exercise and test management, incident management, standards compliance assessment and notification

ClearView is simple to use, even for occasional users, supports business continuity management best practice and has minimal requirement for administrative support. The software is accessible from any web browser and all mobile devices with mobile apps for iPhone, BlackBerry, Android and Windows. So, up-to-date, accurate plans are always available, on and off line.

Organisations of all sizes in all markets

Clients range from the largest global organisations to more modest businesses but the richness of functionality and modular nature of the platform means a 100% fit for requirements, whatever the size. And with the option to interface with other proprietary and enterprise systems, ClearView provides a fully integrated solution across all corporate golden data sources, from people, through systems, applications, suppliers, processes and sites. Plus, the extensive reporting system, including a custom report-builder delivers both data and graphic outputs.

ClearView can be implemented without any need for extensive consultancy and requires minimal training. The dynamic nature of ClearView means that the platform can be configured to support standards, be they international (such as ISO22301) or regional (for example, the UAE NCEMA 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 emergency notification module for enhanced communication.

Customisation, flexibility, accessibility and ease of use

The user interface is flexible to allow for easy customisation and existing plans can be easily imported, saving time and easing implementation. ClearView's multi-language interface means that information can be accessed in its entirety in the language of choice, including Arabic, Chinese and Russian, simply by toggling on screen.

The compliance module allows clients to create dynamic surveys/scripts to assess both internal compliance and that of its key suppliers. All information can be output on dashboards and includes in-built workflow so that robust processes are maintained.

ClearView can be delivered on either a SaaS basis or can be a self-host solution. For SaaS delivery, all data is maintained securely in our global datacentres. For self-host, we provide active support for installation and support. ClearView is ISO 9001 and ISO 27001 accredited.

Challenge us...

Do we deliver on our promise? Speak to our clients and they will be happy to tell you that this is the case. Ask us and we'll put you in touch. And if you don't think that business continuity plan management can be a simple, intuitive process for your plan owners, contact us for a demo and we'll be delighted to show you how.

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ALIVE-IT CONTROLL-IT



The basic concept of alive-IT is the comprehensive support of business continuity management, IT service continuity management and crisis management activities. This software tool is designed to help the user avoid double data maintenance by using fully automated interfaces to existing data sources.

Functions include: master data (100% configurable); creation and maintenance of dynamic manuals; BCM lifecycle support (based on established standards); ITSCM lifecycle support (based on established standards); crisis management support; import support; integrated OLAP reporting; integrated workflow engine; active support for tests. alive-IT can be either purchased outright or leased.

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

BCM CLOUD NONVERBA

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 for all sizes of user organisation. Special discounts can be applied to support government agencies and schools.

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

ASSURANCE SUNGARD AS



This tool is designed to help users achieve successful outcomes beyond just compliance, serving the interests of the board from a crisis management and governance perspective and integrating with other recovery tools to streamline planning as well as the entire recovery process.

Simple to use for the novice user and a powerful tool for the business continuity manager it does everything you want it to. It will also integrate regular iterations of data from configuration management databases (CMDB) so users can capture ongoing changes in the IT environment as well as dependencies – saving time and resource, while always keeping plans up-to-date. Users can also integrate other live data, so that decision making can be based on the latest information to achieve the best possible business outcome.

Assurance has been designed to make the whole business continuity management planning and recovery processes simpler to manage.

In 2014 and 2015, it was recognised by independent IT analysts who placed it in leadership positions and it also picked up industry awards in India, the US and Europe.

Tel: +44 (0)800 143 413
sungardas.com

CATALYST AVALUTION CONSULTING

catalyst➔

Designed to make business continuity and IT disaster recovery planning easy and consistent, Catalyst uses a set of fully integrated modules that assist with building your business continuity and IT disaster recovery programmes, including policy development, BIA, risk assessment, recovery strategy definition, plan development, exercising and testing. It also helps to minimise the resources needed to successfully build and maintain a programme, including heavily integrated data, on-screen user guides, single view plan editors, automated workflows, and detailed history logs. Catalyst Insights uses the data entered into the system to automatically generate programme metrics that enable business continuity and IT disaster recovery professionals to identify and address preparedness gaps. The software provides an online location for teams to collaborate and share information in real-time and provides full access to activated recovery plans so users can confidently manage and track team response to an incident. Catalyst Bullhorn enables users to connect with the team when it matters by sending notifications and surveys to contacts via email, text, or voice call – from one screen. Available in Basic, Pro, or Enterprise versions, provider Avalution offers demos as well as a 30-day free trial via its website.

Tel: +1 866 533 0575
bccatalyst.com

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CRISIS COMMSUITE CPA SOFTWARE

Crisis CommSuite is an externally hosted incident management solution providing off-site storage for critical documents and data; fully audited communications which includes chat, email, press room and SMS text messaging; and intuitive decision making support and task allocation and management capabilities. It is customisable to any business structure and BCM requirements and provides full support during any crisis or incident invocation. It is always available provided users can obtain an internet connection – even using satellite technology as CPA has demonstrated with its support of remote island locations in the Caribbean. This particular tool can also be used to help deal with issues that benefit from a similar response feature, such as product recall or supplier response assessment.

Tel: +44 (0)1527 61926

Tel: +44 (0)1527 60023

cpa-ltd.com

ESECURUS NONVERBA

This enterprise 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 QMS. 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. Internal audit can

be supported through the eInviso software, along with state of readiness reporting and management oversight through dashboard technology; change management and audit control. eSecurus and associated products are all fully web-based; they can also be installed and hosted in-house or from a NonVerba Cloud / ASP host server farm. The NonVerba product suite includes BCM Cloud, NaCTSO BCM Cloud, eSecurus Blue Light & TCRMS.

Tel: +44 (0)20 7887 4544

Tel: +44 (0)800 783 6917

nonverba.com

EZ-BCM BA-PRO

ez-BCM is designed to be easy to use both on desktop and mobile. When used with other Ba-PRO apps (such as e-Learning, risk management and ez-Audit, it offers a series of functions to help with a range of tasks – from small and simple emergency management to complete business continuity management and ITIL documentation. The provider of this tool advertises a fully hosted version for E39.99 a month (ex VAT). A 15-day free trial and a number of free mobile apps are available online.

Tel: +31(0)654792099

ba-pro.com

INONI PRO INONI



This product was designed to adapt to the user organisation's level of maturity in matters of

resilience to provide a configurable, online business continuity platform that adapt to exactly where the user is on the preparedness spectrum.

INONI Basic provides an ISO-aligned toolset with an optional day's consulting to populate to around 80% and set users on the right path. Most Basic customers are SMEs, with some larger organisations using it as an economic solution for standalone operations. INONI Pro provides a tiered, modular, integrated, fully-featured business continuity management system, appropriate for medium-large single and multi-site organisations. Pro works off-the-shelf but is highly configurable capable of adapting to existing structure and methodology, providing a fully bespoke option.

The developers and consultants at INONI use this software to deliver a wide variety of consulting-only projects.

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Tel: +44 (0)7813 948 553

inoni.co.uk

LINUS REVIVE LINUS INTERNATIONAL

First released in 2002, Linus is currently working on version 10, scheduled for market by the end of 2015, and which includes alignment to ISO/TS 22317 business impact analysis guidelines. Linus Revive can be used during business as usual to develop, maintain and exercise the user's business continuity capability and to respond to and recover from any incident, emergency or disruption.

This product has been used successfully in live events and is available on any platform, including iOS and Android. It can be installed on the client's infrastructure or accessed using

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the Linus Revive Cloud platform. Access is via a subscription model of five licence types: Administrator, Essentials, Response, Risk and Read Only.

Linus Revive is designed to integrate with familiar, commonly used tools. All data resides in an SQL database from which a number of tools enable easy business continuity plan development, maintenance and access. Word is used for emergency response, activity and resource recovery procedures which are partially auto-populated by Linus Revive. In Excel, users can rapidly import pre-designed Linus Revive workbooks for capturing BIA and resource dependency mapping information. Extensive csv file import is available to load and maintain a wide variety of data types including HR information. In MS Project, project plans, including Gantt charts, are dynamically created based on the location and magnitude of the disruption. These can be used to track the response and recovery activity based on the latest, updated recovery sequence. Windows Explorer is used to manage hierarchical information structures and provides familiar drag and drop functionality. Visio generates formatted organisation charts (showing business activity assignments) and recovery team structure charts (showing procedure assignments by team). Google Maps provides geographic site references via display maps and plots the route between two locations defined within Linus Revive.

Linus also provides SMS text messaging as a cost-effective delivery system for broadcasting and tracking instant SMS without having to export to a third party.

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Tel: +613 901 72119
linusrevive.com

MATACO SAVANT



Mataco by Savant is a secure, web-hosted, fully integrated, business continuity planning solution, with support for the analysis, design, implementation and validation phases of the BCI's Good Practice Guidelines. The product features dependency mapping, plan templates, plan development, reviews, exercise tracking, notifications and threat assessment. Offered as a cloud-based SaaS solution, 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.

This software is designed to make creating and maintaining business continuity and emergency plans simple and efficient. It provides a single repository for all the information required, and any change to data is reflected instantly in all plans. Plan templates can easily be set up, providing users with flexibility on the format and content of their plans whilst ensuring a consistent look and feel for the user organisation, which can be formatted to suit corporate style. Mataco can also support 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 and 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.

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

Mataco includes extensive reporting functionality, enabling reports to be easily produced on suppliers, resources, premises, people or activities. Plan status reports provide the business continuity manager with an immediate overview of all plans in place, their owner, current status and whether reviews or exercises are overdue.

A mobile version is available for use on all iPhone, Android, BlackBerry and Windows Mobile devices.

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

ORBIT ORBIT ITALY



ORBIT is a tool for business continuity management, dealing with the collection, analysis and management of all data required to

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conform to international standards (ISO 27001, ISO 31000, ISO 22301, BS 25999, ISO 9001).

One of ORBIT's most significant features is the ability to connect with external systems to capture variations that might influence the plan, keeping all stakeholders up-to-date.

An incident management system collects information about the incidents occurred and manages the escalation to a crisis event. A live crisis management dashboard permits the client to send notifications with information of the status of a crisis along with the procedures required of people involved.

Most commonly used by companies in the financial sector, and in insurance, healthcare, public administration and aviation, the latest functions of this product include mobile crisis management, and a mass notification capability (two-way communication through email, SMS, fax, voice call and call bridge) with MIR3's Intelligent Notification System.

This tool is compatible with all operating systems and with the most key databases including Oracle, MS SQL Server and DB2.

Tel: +39 0 267100846

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orbititaly.com

PDRWEB SERVICES CONSEILS RDI

PDRWEB can be tailored to suit a range of clients – from SMEs to large multinational organisations. PDRWEB features a dashboard showing the status of different plans, the progress of the BIA, maintenance status of plans, message centre, logged in users and completed activities.

To identify the company's critical activities and the maximum downtime allowed for each, PDRWEB has a web-based customised survey form, which, once completed, will automatically establish RTOs using customised weight factors and activity dependencies.

Reports are then generated by site departments and dependencies. Upon review and acceptance of all reports, PDRWEB automatically creates different business continuity and disaster recovery plans.

This tool is designed to simplify the implementation of plans. It controls access authorisation and user privilege to different plans and at the same time monitors plan status.

During the creation of plans, PDRWEB links the different activities using prerequisites and a decision tree. It also links the required resources to the activities. The tool can also link multiple plans and produce dependency mapping.

This product has a built-in maturity analysis based on BS 25999. Once users have filled out the related web-based survey, PDRWEB produces graphical reports on the status of the analysis.

It creates automated alerts that notify users of their respective activities, providing all the information required for the execution of the task, including resources, contact information, and diagrams. It will also activate the dynamic alert that monitors the different scenarios chosen and react accordingly.

PDRWEB also automatically records each step of the incident and all messages in relation to it.

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Tel: +1 514 949 5273

rdiinc.com

RESILIENCEONE STRATEGIC BCP

Strategic BCP's ResilienceONE is a module-free, all-in-one cloud solution for making risk based decisions to manage business continuity, IT and operations, and third party vendors. It delivers built-in intelligence without making the 'do-it-yourself' framework compromises. Offered at a fixed price for unlimited users, organisations benefit from real-time incident management; extensive analytics; drag-and-drop custom reporting; dynamic labelling via smart field technology; metrics for establishing RTOs; mobile-friendly applications; and third party system integrations, such as IT configuration management databases, HR, ERP and vendor management systems.

This tool is built upon a framework of simplified user input, powerful relational-database analysis, and the BCP Genome series of 101 criteria synthesised by Strategic BCP from over 30 industry standards, regulations, and best practices to ensure compliance with relevant standards across multiple industries.

ResilienceONE has more than 300,000 existing end users, with StrategicBCP claiming 95% client retention rate since product inception. The software provider guarantees that each user site will be operational in five days, and offers a free initial configuration. Multi-level training empowers administrators/users to build functional plans quickly. Free data migration simplifies conversion of valuable business continuity plan information from previous systems without costly delays.

The next release of this product will allow users to use interactive plans on their mobile device.

Tel: +1 866 594 7227 Ext. 2

strategicBCP.com

RESILIENCE XT SENTRONEX

Sentronex acquired software house Factonomy in 2014, and created the ResilienceXT platform for producing enterprise software applications. Designed specifically for use by financial services companies, in the main to comply with the complex regulations demanded of the sector. When configured to an organisation's specific needs, it is designed to deliver a powerful and efficient business continuity management tool.

Users complete a wizard that captures all the necessary BIA data, in a format driven by the needs of each individual client. This data can be drawn from a number of unconnected sources including HR databases, Active Directory, and other applications and files. It is then all fed into a plan template. Additionally, the design and style of business continuity plans and other outputs are completely controlled by the client.

The core business continuity management team is given access to detailed reporting requirements, including departmental and consolidated business continuity plans, and a what-if scenario modelling tool. This report takes all the metrics captured in the BIA wizard.

ResilienceXT is XML-based, designed to do away with the need for complex coding or development staff. Customers using ResilienceXT are hence able to produce high quality reports that cover all of their connected data in a secure and consistent way.

Information is stored in one place, and customers can host ResilienceXT in their own infrastructure or have a fully managed solution.

This product is designed to deliver a fully auditable, automated and live business continuity platform. It can therefore help enable better governance, risk management, and compliance with less resource.

The system also drives users' work processes. Sentronex's technology aims to minimise risk and maximise compliance, fully automating the business continuity management lifecycle from BIA to testing.

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About us:

- Our Company was founded in the year 2000 with the goal of developing and offering integrated consultancy services as well as innovative products and solutions within the fields of BCM, ITSCM and crisis management.
- Our team consists of experienced consultants and practitioners with many years of professional experience in the consultancy business. The interdisciplinary team structure integrates technical, organisational, economic and psychological know-how.

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RPX RECOVERYPLANNER



RecoveryPlanner has been providing its all-in-one, web-based software and consultancy services to organisations of all sizes and industries since 1999.

Designed to be simple to follow and to implement, its methodology is based on and designed to meet all current frameworks and regulations, including the BCI's Good Practice Guidelines, ISO 22301, DRII, ISO 31000, HIPAA and FFIEC.

Unique features of this particular software tool include native mobile apps for business and personal preparedness and continuity; and easy migration of data and integration of applications.

The RPX software aims to go beyond traditional business continuity management to meet today's needs of centralising business continuity, disaster recovery, risk, cyber security, information security, crisis and emergency management and notifications.

Tel: +44 (0)1322 424654
Tel: +1 203 455 9990
recoveryplanner.com

SHADOW-PLANNER PHOENIX



Easy to use and intuitive, the Shadow-Planner Suite covers the key elements of the business continuity management lifecycle including BIA, plan design and maintenance, testing and plan updating.

By using a task manager this tool helps ensure that plans are maintained by the right people at the right time – prompting where required, escalating where required, and validating where required, designed to help customers from both small and large organisations more easily build and maintain plans. This product helps fulfil the business continuity professional's requirement to be able to use plans, during an incident, any time of the day or night, and in a format that is easy to understand and up-to-date. This way, all users – regardless of where they are in the organisation – will know what need to be done, and when, without having to wade through volumes of irrelevant data.

A new recovery planning module provides users with the tools to plan who sits where the recovery suite(s). Whether that be from a third-party or internal, the tool allows the user to plan for entire team locations, even down to individuals, so that recovery teams know exactly what to recover and where.

The new Shadow-Planner notification module was designed in conjunction with three of the provider's key customers for use during an incident. Shadow-Planner can also connect to other notification tools that users may already have in place.

Together the tools aim to make managing the business continuity management lifecycle quicker, easier, more controllable and more cost efficient for the entire team and for the individual.

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ClearView BCM Software

Developed through a combination of practical experience of BCM consultants, live client feedback and technology experts, ClearView has quickly become a leader in the global BCM software market.

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, risk and incident management. Users do not need extensive training and can pick up and use ClearView quickly and easily, even if only accessed infrequently
- A modular, flexible platform which means that configuration enables the solution to meet the needs of organisations precisely and in a very cost effective manner
- Accessible from any web browser and mobile device, with mobile applications for all major platforms.
- Provides alignment to ISO22031 and Regional BCM standards
- Fully integrated Emergency Notifications module for clients who wish to enhance their communications capability
- Winners of BCM Software of the Year for an unprecedented 4 years in succession – 2012 to 2015.
- 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
- 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
- Backed up with global support for clients in all sectors and all sizes
- Comprehensive reporting and dashboard analysis plus a custom report builder and integrated What If?/GIS capability for scenario mapping

ClearView – we make the complicated simple.



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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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Product features

Business Continuity Software Report

	Clear-View	alive-IT	Assurance	Catalyst	Crisis Commsuite	ez-BCM	INONI Pro
Features							
Plan navigator	•	•	•	•	•	•	•
Dependency mapping	•	•	•	•		•	•
Graphical call list	•		•	•			
Location resource manager	•	•	•	•	•	•	•
Recovery site layout planning	•		•	•	•	•	
Reports – preformatted	•	•	•	•	•	•	•
Reports – own build	•	•	•	•	•		•
Process modelling capabilities	•	•	•	•		•	
Technology modelling	•	•	•	•		•	
‘What if’ analysis	•		•	•		•	•
Data collector	•	•	•	•		•	•
Automatic analysis	•	•	•	•	•	•	•
Simulation capability	•	•	•	•	•		•
Dynamic updating from database	•	•	•	•		•	•
Education and training	•	•	•	•	•	•	•
Test and exercise	•	•	•	•	•	•	•
Test scripting	•	•	•	•	•	•	•
Dynamic incident management	•	•	•	•	•	•	•
Dynamic question setting/reviews	•		•	•	•	•	•
RTO/RPO desired/actual analysis	•	•	•	•		•	•
Standards compliance	•	•	•	•	•	•	•
Integrates with GIS mapping	•		•	•			
Integrates with HR system, Active Directory or other	•	•	•	•			•
Workflow management with email alerts and reporting	•	•	•	•	•	•	•
Multi-language capability – interface	•	•	•	•		•	•
Multi-language capability – user data	•	•	•		•		•
User roles and groups	•	•	•	•	•	•	•
Document update management	•	•	•	•	•	•	•
Comprehensive audit trails	•	•	•	•	•	•	•
Mobile device support	•	•	•	•	•	•	•
Templates available	•	•	•	•	•	•	•
Change control and tracking	•	•	•	•	•	•	•
Screen customisation	•	•	•	•	•		•
Help	•	•	•	•	•	•	•
24/7 live support	•		•	•			
Internal search engine	•	•	•	•		•	•
Charts, reports, graphs	•	•	•	•	•	•	•
Filters	•	•	•	•	•	•	•
Personal filter	•	•	•	•	•		•
Drag and drop		•	•	•	•		•
Mobile app for offline viewing	•		•			•	•
Integrates with EMN software	•	•	•	•			•
Remote hosting	•	•	•		•	•	•
SaaS option	•	•	•	•		•	•

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Linus Revive	Mataco	ORBIT	PDRWEB	ResilienceONE	ResilienceXT	RPX	Shadow-Planner	Features
*	*	*	*	*	*	*	*	Plan navigator
*	*	*	*	*	*	*	*	Dependency mapping
*	*	*	*	*	*	*	*	Graphical call list
*	*	*	*	*	*	*	*	Location resource manager
*	*	*	*	*	*	*	*	Recovery site layout planning
*	*	*	*	*	*	*	*	Reports – preformatted
*	*	*	*	*	*	*	*	Reports – own build
*	*	*	*	*	*	*	*	Process modelling capabilities
*	*	*	*	*	*	*	*	Technology modelling
*	*	*	*	*	*	*	*	‘What if’ analysis
*	*	*	*	*	*	*	*	Data collector
*	*	*	*	*	*	*	*	Automatic analysis
*	*	*	*	*	*	*	*	Simulation capability
*	*	*	*	*	*	*	*	Dynamic updating from database
*	*	*	*	*	*	*	*	Education and training
*	*	*	*	*	*	*	*	Test and exercise
*	*	*	*	*	*	*	*	Test scripting
*	*	*	*	*	*	*	*	Dynamic incident management
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*	*	*	*	*	*	*	*	RTO/RPO desired/actual analysis
*	*	*	*	*	*	*	*	Standards compliance
*	*	*	*	*	*	*	*	Integrates with GIS mapping
*	*	*	*	*	*	*	*	Integrates with HR system, Active Directory or other
*	*	*	*	*	*	*	*	Workflow management with email alerts and reporting
*	*	*	*	*	*	*	*	Multi-language capability – interface
*	*	*	*	*	*	*	*	Multi-language capability – user data
*	*	*	*	*	*	*	*	User roles and groups
*	*	*	*	*	*	*	*	Document update management
*	*	*	*	*	*	*	*	Comprehensive audit trails
*	*	*	*	*	*	*	*	Mobile device support
*	*	*	*	*	*	*	*	Templates available
*	*	*	*	*	*	*	*	Change control and tracking
*	*	*	*	*	*	*	*	Screen customisation
*	*	*	*	*	*	*	*	Help
*	*	*	*	*	*	*	*	24/7 live support
*	*	*	*	*	*	*	*	Internal search engine
*	*	*	*	*	*	*	*	Charts, reports, graphs
*	*	*	*	*	*	*	*	Filters
*	*	*	*	*	*	*	*	Personal filter
*	*	*	*	*	*	*	*	Drag and drop
*	*	*	*	*	*	*	*	Mobile app for offline viewing
*	*	*	*	*	*	*	*	Integrates with EMN software
*	*	*	*	*	*	*	*	Remote hosting
*	*	*	*	*	*	*	*	SaaS option



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INONI has developed exceptional insight that delivers clarity and confidence. We realise that top management want constant assurance that the organisation can rebound quickly and painlessly from any major incident. This is resilience, a designed-in capability and state-of-mind that inoculates an organisation's people and assets against disruption, making it tougher. You should be able to give the board hard numbers that quantify this, and with help from INONI, you can.

Our experience tells us that organisations exhibit all possible levels of maturity when it comes to managing resilience. Some are at first base and happy with it, whilst others strive to optimize a near-bulletproof system, with the majority somewhere in-between. This spread is down to risk appetite, giving a wide range of equally valid resilience targets, and confirming that an inflexible approach will prove uncomfortable for many. We understand this and ensure that every programme is bespoke, addressing individual needs for a perfect fit. Please contact us now to find out more.



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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



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ORBIT® is a suite for the Business Continuity Management (BCM) process for collection, analysis and management of all data that must be collected to meet the needs of a BCMS project conforms to international standards (ISO 27001, ISO 31000, ISO 22301, BS25999, ISO 9001).

One of the other ORBIT's most significant feature is the capability to get connected with external systems to capture any variation that influence the Business Continuity Plan.

ORBIT is used by companies in the Financial Sector, Insurances, Industries, Healthcare, Municipalities, Public Administration and Airline.

The Key Features are:

- Web-based and Mobile access
- Multiplatform: ORBIT is compatible with most import OS and Database
- Integration with GIS
- Integration with system Of Intelligent Notification as MIR3 for manage the 2-Way communication
- Analysis of Threat and Vulnerabilities for Risk Assessment
- Customizable Workflow
- Compliance Monitor for an assessment of knowledge of company
- Multiple Role Based: Each user can see and manage own data
- Business Impact Analysis to define what is critical and automatic algorithm
- Crisis Management Dashboard in live: Permit to send notification with procedures in case of Crisis and oversee the response of people involved
- Integration with IT model for have a transparent view relation between Business Continuity and Disaster Recovery



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Enterprise Wide Solutions

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

All-in-One, Web-based Software for BCM, DR, Risk and C/IM

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

- Rapid configuration, deployment and training
- Robust integrated tools for easy migration and integration
- Unlimited licensing, easily scalable with multi-lingual user interface
- Customer centric support in various languages and world-wide time zones
- Fully supports and guides the User through Risk, BCM & C/IM frameworks & standards, such as: ISO 22301, 22320, 31000, COSO, DRI's Best Practices, BCI's GPG, etc.
- Hosted (SaaS) and customer hosted versions available
- H.E.L.P. – Mobile App for home and business preparedness, recovery and continuity

Since 1999 RecoveryPlanner has been delivering innovative, award-winning solutions to a wide-range of industries ranging from 1 to many locations throughout the world. Our clients enjoy improved collaboration, sophisticated automation, productivity gains, time savings and decentralized resiliency. Global 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.** Our H.E.L.P. App promotes workforce recovery by allowing your employees to participate in the Organization's continuity while managing their Personal recovery – all from their mobile device!

Contact us today to see why Gartner has consistently positioned the RPX software in the Leaders Quadrant of their MQ for Business Continuity Management Planning (BCMP) Software.



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Shadow-Planner

The award-winning, easy to use and intuitive Shadow-Planner Suite covers the key elements of the BCM Lifecycle - BIA, Plan Design, Plan Maintenance, Testing and Plan Updating. But it goes further. By utilising a clever Task Manager it ensures that plans are maintained by the right people at the right time - prompting where required, escalating where required, validating where required. Customers from both small and large organisations alike tell us this enables them to more successfully build and maintain their plans.

But what the BCM professional increasingly needs is the facility to use these plans, at time of incident, any time of the day or night, in a format that is easily understandable and up-to-date. In this way, anyone in the organisation can understand what to do at that moment, without having to wade through volumes of irrelevant data. Shadow-Planner's award-winning 'Innovative Product of the Year 2015' - PLANS IN YOUR POCKET delivers exactly that.

But Shadow-Planner now goes further. Our new and ground-breaking Recovery Planning module provides you with the tools to plan who sits where in whichever recovery suite/s you use - whether that be from a third-party such as us, or an Internal facility using your own resources. It allows you to plan for entire team locations, down to individuals, so that your recovery teams know exactly what to recover and where.

If that wasn't enough there's also the new Shadow-Planner Notification module. This was designed in conjunction with three of our key customers for use during an incident - simple, intuitive and fast. Alternatively, Shadow-Planner can easily connect to other notification tools if you already have one in place. These award-winning, customer-driven tools make managing the BCM lifecycle quicker, easier, more controllable and more cost efficient for a BCM team or individual.

Much of this innovation has been driven by our customers - and this is one of the things that makes Shadow-Planner stand out from the crowd. Our highly active User Group meets quarterly and drives the development of the software: prioritising improvements, working closely with the development team and ensuring the customer is always heard first.

Contact us to find out more. Call +44 (0) 344 863 3000 mail enquiries@phoenix.co.uk or visit phoenix.co.uk



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Sungard Availability Services Award Winning* Business Continuity Management Planning Software

Sungard AS **Assurance^{CM}** is designed by users for users.

Newly available is **Assurance^{CM} Connect** which helps you to eliminate manual data management processes and custom coding. Connect handles any combination of SaaS and/or on-premise data sources from a single platform to minimise complexity so that your plan stays accurate for longer; improving your decision making for better business outcomes.

Assurance^{CM} business continuity software and risk management solution removes the barriers to organisation-wide engagement, and builds greater confidence in contingency plans. It's about extending beyond simply addressing compliance requirements. It's also about knowing teams are prepared to recognise threats to the business and empowering them to engage locally before incidents lead to major disruptions.

Assurance^{CM} is:

- ▶ **Intuitive** – Simple and easy, get your program up and running with minimal training
- ▶ **Aware** – Merge external happenings with enterprise plans and gain real-time contextual insight to act decisively
- ▶ **Alive** – Eliminate manual data management and trust that your data is accurate and up-to-date
- ▶ **Efficient** – Yet secure to help you work smart, engage users and delight stakeholders on program effectiveness
- ▶ **Independent** – SaaS and mobile, connect quickly to people and information that matter the most.

And provides a 99.99% SLA availability guarantee.

Plans and testing do not deliver outcomes, people do. **Assurance^{CM}** is about enabling you to take what we learn back into the business continuity/ disaster recovery planning cycle and share it across the company for better outcomes.

Assurance^{NM} (NOTIFICATION MANAGER)

Introducing our new powerful emergency notification tool, designed for when you need it most. Send critical alerts to your key recipients at any time, using any device, and get the response you need.

Assurance^{NM} Alerting and Mobile Services leverages a variety of communication methods to transmit tens of thousands of voice and text messages in minutes. The **Assurance^{NM}** communication solution is built on a platform that is used by both public and private sector organisations worldwide, offering them market leading capabilities and superior performance which Sungard AS customers can rely on.

*BC Awards BCM Planning Software Finalist 2015 - Sungard Assurance^{CM} & NM; BCI Europe Awards BC Provider of the Year 2015, Product – Sungard Assurance^{CM} & NM; BCI India Awards – BC Innovation of the Year 2015 – Sungard Assurance^{CM} & NM.



EAMN Software Report - Market analysis



sector client, which sends 1,000 messages per day to around 50,000 employees using the system. His colleague Laura Meadows reports compromise using the tool to help staff to work from home if major weather or transport problems might delay or prevent their journey to work. (x)matters' cloud-based technology is designed to overcome the challenges of managing a large-scale organisation which helps systems working across the organisation to send 25,000 employees and, ultimately, the company's customers. The company has implemented an innovative solution that centralises management of IT services on a cloud-based platform and ensures that the correct team within the 400-strong technology team is alerted as quickly as possible if a problem affects any of over 1,000 different IT systems. In the past, if an alert was spotted it would be necessary to walk out which personnel would



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