Supplier Directory

(x)matters®

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xMatters enables any business process or application to trigger two-way communications (text, voice, email, etc.) throughout the extended enterprise. The company's cloud-based solution allows for enterprise-grade scaling and delivery during time-sensitive events.

More than 1,000 leading global firms use xMatters to ensure business operations run smoothly and effectively during incidents such as IT failures, product recalls, natural disasters, dynamic staffing, service outages, medical emergencies and supply-chain disruption.

xMatters is headquartered in San Ramon, CA with European operations based in London and Asia Pacific operations in Sydney, Australia.

More information is available at www.xmatters.com or +44 (0) 203 427 6326

Criticall
first for notification

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

KPMG, Commerzbank, Nomura, Standard Life, Man Group, Marks & Spencer, AstraZeneca, BP, ConocoPhillips and National Grid. Blue chip organisations who are best practice and thought leaders in their respective fields. They deploy our notification services for their respective national and international Operations. If you consider them good company, why not come and discuss your own enterprise notifcation needs with us. As you can see, we have a good track record of helping out. Many of our clients have stayed with us for over a decade, perhaps because we're the only company known to guarantee and deliver them consistent 100% service availability.

We're also ISO 9001 and ISO 22301 certified, so you can be sure your sensitive corporate data is safe in our hands. Contact our Vice President of Business Development, Justin Rhodes on 07960 197533, or email him at: justinr@criticall.co.uk . He'll be happy to arrange a personal demonstration. Alternatively, you can take your own product tour now at: www.criticall.co.uk/product_tours.html

F24
COMMUNICATIONS-SERVICES

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

The web-based solution renowned for:

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

To receive a demonstration and have access to your very own 30 day pilot trial of **FACT24**, then please email: office_uk@f24.com and make reference to the CIR directory publication.

PageOne

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PageOne Communications is a leading provider of award-winning business messaging solutions. From two-way paging and SMS messaging, through to voice, email, location services, smartphone apps and lone worker solutions; PageOne has a proven track record in the provision of critical messaging. PSN approved and ISO 27001 accredited, PageOne help thousands of organisations deliver operational and cost efficiencies that enhance business operations.

All PageOne systems are powered by the company's own flexible platforms and gateways to ensure seamless integration of messaging solutions across different networks and technologies. These services have consistently been designed to meet and exceed the demands of an increasingly mobile environment, providing highly resilient and cost effective communications across both corporate and public sector organisations.

Clients span a multitude of industry's and sectors to include the emergency services, local and central government, Bluelight organisations, MoD, NHS, educational establishments, financial institutions, transport, rail, retail, ICT, utilities and pharmaceutical companies.

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SAFEGUARD Communications

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

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

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

For more information contact: info@safeguardcomms.co.uk

SHADOW PLANNER / phoenix

Call +44 (0)844 863 3000
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Phoenix Shadow-Planner enables you to plan, develop, test and execute more streamlined and structured Business Continuity strategies. Taking the pain out of the entire process, Shadow-Planner helps your people work smarter and faster – and enables your business to deliver against its BC commitments more quickly, efficiently and cost effectively.
Designed by specialists in business continuity, this suite of integrated software supports the entire Business Continuity Management (BCM) lifecycle: from impact analysis through developing plans to testing and reporting. Phoenix can also support you every step of the way, helping you create the strongest and most effective plans to minimise downtime and ensure you can work 'business as usual'.
Shadow-Planner is based on four core modules:
* Business Impact Analysis (BIA)
* Business Continuity Planning
* Notification
* Mobile Plans (currently on Blackberry and iPhone)
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 ISO 22301 and other specific codes of practise.
How you benefit
A low cost solution, requiring no local cap ex or hardware investments, you can:
* Save time and money
* Eliminate duplication and inaccuracy
* Get rid of inefficient, inaccurate and risky manual approaches - Word documents and spreadsheets
* Reduce risk - better meet governance
* Ensure all essential data (plans, contacts, documentation and more) are in a single secure location, at your fingertips
* Have an assurance that all data is regularly reviewed, updated and consistent
* Mitigate against costly downtime
* Access and update BC plans anytime, anywhere – from desktop, mobile, tablet...
* Protect and enhance staff productivity, with security via appropriate access levels
* Achieve faster ISO22301 BC certification
Phoenix is an acknowledged leader and award-winning provider of business continuity and disaster recovery services. Our flexible remote working solutions enable your staff to work from virtually any location, uninterrupted. And our award-winning Shadow-Planner software will help you plan to protect your business against unforeseen circumstances
Contact Phoenix to find out more about the unique benefits of Shadow-Planner. Call 0844 863 3000
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RAPIDREACH

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EMERGENCY NOTIFICATION SYSTEM

With a rapidly growing customer-base of over 500 organisations across the world Enera's RapidReach is a solid and effective performer across a wide range of industries confirming it as one of the most trusted, robust, secure, and capable Emergency Communication system.

And even with its many powerful features RapidReach remains the simplest to set up and activate.

It only takes 3 clicks to initiate a call-out to tens, hundreds or thousands of recipients across the world using SMS, voice, email, fax, pager and our new advanced multi-platform smartphone application.

Having 100% in-house software development, an on-premises SAAS or hybrid solution and owning our own dedicated infrastructure makes us the safest choice for your company's sensitive information.

Importantly, RapidReach is not limited to the web! You can use a mobile phone or landline to initiate a call-out. You don't need the internet!

Call us to try it for free for 30 days. You'll be amazed at how easy it can be!

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Sungard AS Business Continuity Management Planning Software

Assurance^{CM}

Brand new to this edition of the report is Assurance^{CM} which was designed by users, for users. This next-generation 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.

So far our users rate the Assurance^{CM} experience as:

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 matters the most

And a 99.99% SLA availability guarantee.

Plans and testing do not deliver outcomes, people do. **Sungard AS 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 to ensure the effect send of critical alerts to your key recipients at any time, using any device, and get the response you need.

Assurance^{NM} Alerting and Mobile Services from Sungard Availability Services (powered by Send Word Now®) 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 an award winning 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. For more information please contact Sungard AS: