Upping the game – The market for business continuity software is growing fast. But there’s still room for growth, says Peter Davy p34

BCaaS spells innovation – It’s time to rethink business priorities. Mike Osborne redefines hoping for the best, but being prepared for the worst p36

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The business continuity management software market is coming of age. With global revenues of US$250 million, according to Gartner’s recent ‘Magic Quadrant’ report, use of software is now widespread. “Uptake of these tools has been increasing. It’s now about 45 per cent once you exclude those using things Word documents,” says Roberta Witty, vice-president in Gartner Research.

In some cases, businesses are still developing solutions in-house, but for the majority, it’s now off-the-shelf solutions – in part because of their widespread availability. Gartner’s report analysed 14 that are commonly used.

Charlie Boffin, chief executive of UK-based ClearView, one of those included in the report, says a lot of the larger players have tried to build their own solutions and realised it can soak up a huge amount of expense and time. “Why build your own car if you can go to the local garage and buy a perfectly functional one on the forecourt?” he asks.

A wide range of other drivers also supports growth in the market. Many of these are linked to the rising profile of business continuity within businesses, increasing recognition of the risks and the maturity of the discipline. External factors have also played a role, however, with both sticks and carrots to promote uptake. Of the sticks, perhaps the most persuasive are demands from regulators and those in companies’ supply chains. The former explains why, even in the US, where the market is most mature anyway, uptake of business continuity management software is still noticeably higher in sectors such as financial services.

“Regulation and audit are big drivers,” says Monica Goldstein, COO of RecoveryPlanner. “Banks and credit unions face advanced regulations, and bodies like the Federal Financial Institutions Examination Council are very active in developing standards around business continuity planning.” Software not only helps organisations put in place appropriate plans, but enables them to provide evidence for regulatory reports and audits, Goldstein explains. The same is true in other heavily regulated industries such as healthcare and utilities, she adds.

This is also having a knock-on effect through the supply chain, according to Phil Samson, business continuity management leader at PwC in the US. “We’re finding companies using software to ensure they are resilient because they have a key customer with a regulatory requirement or that has simply identified them as a key part of the supply chain. The customer then wants proof of what’s in place beyond just the table of contents from the business continuity plan.”

Bigger and better

These drivers, of course, would mean little if the software could not deliver. A major part of the success of business continuity software has been its increasing functionality.

On the one hand, the software does significantly simplify the basics, such as development and maintenance of
the traditional text-based business continuity plan.

"If you look at the components in a plan, the information in it comes from a range of other places in the organisation," says Samson. It will include, for example, key contacts, drawn from human resource systems, as well as references to a range of business processes defined elsewhere in the business. Whenever any of these changes must be reflected in the business continuity plan.

“You can do that in a text-based document, but it is quite a bit of administrative effort to keep the plans updated. In fact, that was one of the major concerns with the old text-based plans; they quickly became out-dated and therefore were not very effective.”

Almost as importantly, in connecting with systems across the business, this kind of software enables plans to be accessed and updated (with full traceability and version tracking in many cases) by those actually responsible for them. According to Rob Giffin, co-founder at US-based Avallion Consulting, this is particularly valuable given the trend he sees towards more part-time business continuity managers in larger organisations (with responsibility for business continuity as well as information security or part of the insurance and risk management programme, for example).

“Good software is a great ally to the part-time business continuity [manager],” he says.

On the other hand, most solutions have a greater offering than simply a more efficient, electronic version of a traditional business continuity plan. Crises Control, for example, provides a crisis response app to deliver plans and notifications across devices, including smartphones, in the event of an incident.

Finally, cloud technology has also been an undeniable boon to the market. The ability to host a business continuity plan securely offsite and access it anywhere has an obvious appeal, says Giffin. "Business continuity management software is such a natural fit for the cloud," he enthuses.

Regional differences

It would be wrong to overstate the progress the market has made, however. For a start, as well as differences in uptake by sector, there are significant regional variations. The US has seen widespread adoption of this kind of software, and the UK is not far behind, says Boffin. The rest of Europe, Australia and Middle East trail, and then there’s South America, Africa and Asia, he says. “We’ve got the really mature markets – the second tier, and then places where there is awareness, but [where] we’re still very far from a maturity,” he adds.

Gartner’s report notes that source of revenue for business continuity software vendors is almost twice as high in the US (at 93 per cent) compared with Canada (57 per cent), Europe (50 per cent), the UK (43 per cent), APAC (other than Japan) 36 per cent, and Central and South America (46 per cent). The Middle East and Africa each represent 14 per cent of revenue source.

Untapped markets

There is also, unsurprisingly, much greater uptake among larger organisations than smaller ones. In some cases, this is simply because some firms are happy with traditional, paper-based approaches. It can also be, argues Tim Morris, a director at Crises Control, because the solutions available haven’t met their needs.

“SMEs are the most untapped sector. Generally they don’t need the very complex, sophisticated solutions that are more suitable for much larger enterprises, which is where most software has been pitched. They need something that matches their requirements, which is much more straightforward and is priced accordingly.”

In fact, complexity is an issue even among larger businesses, and previous bad experiences remain a barrier to adoption, according to ClearView’s Boffin.

“Historically a lot of providers have tried to put in as much functionality as possible without thinking about the impact on the end-users,” he says. "Organisations have tried to implement it, but it hasn’t been successful so there’s quite a degree of corporate push back.”

As a result, ease-of-use is increasingly seen as essential to growing the market further – across all sizes of the organisations. Only if it is intuitive will people across the organisation use it, rather than just the business continuity manager.

And it’s vital that they do, says Sue Stallard, UK business continuity manager at T-Systems, Deutsche Telekom’s outsourced services arm. It is not just a question of efficiency; it’s about ownership.

Stallard implemented business continuity management software in the organisation (which has about 1,200 staff) four years ago. One of the key benefits is that it has users throughout the business – updating and testing plans, completing business impact analyses and compiling reports. This means the business is no longer solely reliant on Stallard, with the software enabling (and automatically prompting through reminders and automated emails) users to take responsibility of the plan.

“I work on the basis that I’m not [always available] to take ownership in a time of crisis. There are various levels of the business with different owners. They understand it and [ultimately] they’re responsible for it.”
Running a successful business is all about priorities… and the pack just got shuffled. Of course it is still about the product, the service, the customer and the execution. But, as the myriad positive outputs of digitisation serve to invigorate; the negatives are getting busy plotting your downfall. Security, connectivity, inter-dependency: these are the new pillars of the digital revolution and, regardless of scale, they sit at the heart of every enterprise. When they break or falter, they need fixing, and fast.

But in today’s new world, fast is never fast enough. Times have changed. Being ‘always on’; ensuring your business is connected and protected; enabling an agility within your business and its workforce are the new priorities, and they need to be recognised as such.

Protection in the digital age
Enter business continuity. Any business without a plan to protect itself in the digital age is risking everything, and yet business continuity (to date, at least) has failed to occupy a strategic place on the priority list.

It’s too expensive, too complicated, too misunderstood… Regardless of the pressures that businesses face from all directions to have demonstrable business continuity management in place – whether from regulatory bodies or key clients – too many still cannot justify an internal head to run it.

“Properly-executed business impact analysis takes weeks, and sometimes even months to provide”

Instead, they do half a job. They invest in the software and put a tick in the box. But, no matter how good the software may be, who is going to provide the in-depth expertise that sits behind it? Who is going to hold the pen?

Facilities managers already have enough on their plates, and there isn’t a software in the world so intuitive that it manages itself. And besides, software without the specialist skills to support it would leave it redundant, the business out of pocket, and the facilities manager pulling their hair out.

Properly-executed business impact analysis takes weeks, or even months: trawling through the business corner to corner identifying dependencies and second-guessing the potentially devastating ripple effect of technological hiccups.

What these smaller scale businesses lack when managing their own business continuity management is that know-how. What changes within the business would warrant another business impact assessment? How often should we be refreshing our plans?

As a result, what we end up with is a large pool of businesses ‘fudging’ it; limping through the necessary paperwork to do what they can to satisfy their stakeholders.

The lucky ones may pull it off but when it comes down to it, who really wants to take that chance when reputation (and everything else) is on the line?

The fact is that the approach from qualified business continuity specialists throughout the business continuity management lifecycle – from dependency mapping to dummy run scenarios – is something of an art form.

It can’t be bought off the shelf. It doesn’t come in a box. You can’t learn it on YouTube.

Business Continuity as a Service
From SaaS to PaaS (and all those in between) the ‘as a service’ model has provided a helping hand to those businesses that are without the funds to access the specialist business tools and services that enable them to grow their success.

Now business continuity is that too – and you can almost hear the cheers of celebration from the facilities department as some of the pressure is finally taken off their shoulders and they are allowed to concentrate on just one very important job.

So how does it work? To begin with, your selected team of business continuity consultants plug themselves into your facilities manager, compliance manager, risk manager, company secretary, or equivalent who is accountable for business continuity to the board. They receive a brief in order to define a business continuity management programme structure and, once agreed, they do what they do and put it into practice.

The client is given access via specialist tried and tested software to a critical action plan; designed bespoke to take account of the
In short, a rigorous methodology to produce a fantastically thought-out business continuity management plan that is aligned to the ISO 22301 standards, and something that can prepare them for pretty much anything.

So when the facilities manager receives that alert on their smartphone app, they can tap into their action plan and, for the first one to four hours of an incident, be able to follow step-by-step instructions on how to appropriately respond. All the necessary contact details are there on the screen, ready for them to get the ball rolling.

In the meantime, the crisis management team will be following their own crisis management plan to help stabilise the incident and ensure relevant and appropriate communications to identified stakeholders.

Then it is all about the recovery – the business continuity plan – following it to the letter in order to get the client back on their feet.

So, there you have it: a managed business continuity service. All the skills, expertise and assurance that a business needs; delivered against the right methodology, and at half the cost of employing the expertise internally.

And, what’s more, it ticks all the right boxes for regulators, auditors and those all-important key clients.

At the risk of repeating myself, it’s all about priorities. And they don’t come much higher.

Mike Osborne is managing director of business continuity and cloud & hosting at The Daisy Group.

To find out more about Daisy, go to www.daisygroup.com
Shadow-Planner is an award winning SaaS solution that streamlines structured BCM to make it quicker, more efficient and cost effective.

The solution comprises a suite of integrated software modules designed to support the BCM lifecycle. These include Business Impact Analysis, Planning, Testing & Exercising, Risk Management, and Recovery Desk Planning. It helps firms of all sizes achieve strong and effective business continuity plans that are continually updated. Shadow-Planner's emergency notification functionality and award-winning mobile device capability provides organisations with powerful incident management capability. Organisations in financial services, the public sector and other regulated industries use Shadow-Planner to help deliver best practice and support their compliance with business continuity standards such as ISO22301.

Key to Shadow-Planner's design philosophy is the way in which it supports the three tiers of a BCM 'pyramid':
• Tier 1 represents the executive nominated to lead the BCM programme. This may be a full-time professional, or team of professionals, or an individual for whom BCM is just one part of their role.
• Tier 2 represents those individuals who have a role in supporting the Tier 1 executive. These individuals are typically interested in BCM but only able to give a small proportion (maybe a day or two per year) of their time to the BCM programme.
• Tier 3 comprises those individuals who have little or no interest in BCM but are subject matter experts in one or more areas that are relevant to an effective BCM programme. These people may be required to give only 30 minutes of their time per year to keeping key data up to date, but their involvement for that time can make the difference between an effective plan and one which gives incomplete, or even worse, inaccurate instructions. Each of these tiers has different demands. Shadow-Planner delivers for each tier.

Key features and benefits:
Business Impact Analysis:
• Customisable impact assessment and risk identification
• Helps identify most critical processes including internal and external dependency chains and RTOs
• Gap analysis to compare recovery point objectives vs achievable times
Business Continuity Planning:
• Efficiency achieved through reduced documentation – by controlling centralised templates thereby reducing the need for content to be held in multiple documents
• Simple to the end-user - as the input to BC plans is focussed only on the dynamic data that they are responsible for
• Easy to follow plans using our structured action plan approach
Notification:
• Mass notification and message broadcasting and response tracking via SMS and/or email within Shadow-Planner
• Unique perspective filtering feature allows message recipients to be accurately targeted and responses tracked in real-time
• Can integrate seamlessly with Everbridge
Implementation & development:
• Software commissioning and project management by our highly qualified and experienced BCM practitioners
• Customer-centric product development supported by our active user group

Call 0344 863 3000
enquiry.dcs@daisygroup.com
daisygroup.com
The basic idea of this system is the support of BCM and ITSCM tasks and the avoidance of redundant data management via automatic interfaces. With alive-IT, users can carry out BCM and ITSCM lifecycle procedures; complete data models with all resources required for BCM and ITSCM; control recoveries; and access the latest, active BCM and ITSCM documentation.

alive-IT provides a master model for BCM and ITSCM requirements, though it allows administrators to create new resource classes and connections between them or to instantly add attributes to existing classes.

Process mapping is an essential element of this tool. A process contains information users need to successfully recover functional areas in an emergency. These may be organisational or technical tasks. The structure of processes is table oriented – graphics will be automatically generated by the system. Users can connect existing documents with activities, which are then available online and in the emergency manuals, which can be generated and printed in PDF, DOC and DOCX formats.

This system aims to reduce resource requirements for the maintenance of data and can be used at multiple locations.

Tel: +49 40 89066460 controll-it.de

Assurance Continuity Manager is updated every three months with new features. The current version can include fully integrated BC and DR planning software; business impact analysis (BIA) software; incident management and testing; automated, code free data integration with CMDBs, HR and other systems (Assurance Connect); built in reporting and analytics; a 100% application uptime SLA – against which Sungard Availability Services offers a money back guarantee. This product is packaged as a full BCMP suite in a 100% SaaS only delivery mode (hosted in the UK, the US or the Netherlands). The provider says 7/24 support is included as is live and/or video training. No hardware or software is required for installation or use of AssuranceCM outside of a supported browser, and there is no charge for mobile functionality.

Assurance Connect integrations with CMDBs have automated the synchronisation of significant amounts of datacentre equipment and associated metadata into AssuranceCM. This feature is offered for an additional fee.

AssuranceCM’s BIA and assessment capabilities have enabled customers to widely perform this vital function without needing to spend time correcting data entry errors, training end users, and designing surveys. A patent-pending Plan Visualisation feature set has allowed the BCMP administrator to design Word-like views of plans.

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

Catalyst was built to make BC and IT DR planning easy and repeatable for every organisation. The tool uses a set of fully integrated modules that assist the user with BC and IT DR programmes, including policy development, business impact analysis, risk assessment, recovery strategy definition, plan development (business and IT), and exercising and testing. Catalyst also offers a number of features that minimise the resources and effort needed to successfully build and maintain your programme, including fully integrated data, on-screen user guides, single view plan editors, automated workflows and approval frequencies, and detailed history logs.

Catalyst Insights is a BC and IT DR programme assessment and reporting feature that enables users to quickly identify, address, and report on preparedness gaps, using the information entered to automatically produce granular BC dashboards, ratings, relationships, and dependencies for each element of the planning lifecycle. Catalyst Bullhorn is the product’s emergency notification tool.

Available in Basic, Pro, or Unlimited versions, the Catalyst App is available via the App Store and Google Play.

Avalution also offers a 30-day free trial via its website.

Tel: +1 (866) 533 0575 bccatalyst.com
ClearView is a BC management software platform encompassing risk assessment, BIA, planning, exercise and test management, incident management, standards compliance assessment and notification.

ClearView was designed to be simple to use, even for occasional users, supports BCM best practice and has minimal requirements for administrative support. The software is accessible from any web browser and all mobile devices with mobile apps for iPhone, BlackBerry, Android and Windows.

The platform can be configured to support standards – international or regional. 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 RAG indicators allows rapid compliance reporting.

ClearView also offers an integrated emergency notification module for enhanced communication. This tool's multi-language interface means that information can be accessed in its entirety in the language of choice. A compliance module allows clients to create dynamic surveys/scripts to assess both internal compliance and that of its key suppliers.

Tel: +44 (0)1869 354230
clearview-continuity.com

Cobalt was designed to enable organisations to quickly create plans from scratch, import and automate existing plans or build a phased migration from paper documents to full automation.

Designed to be highly customisable, the system allows users to set everything from priorities to terminology to create a tailored BCM platform.

By organising modules (BCM, DR, Testing & Exercising, Threat & Risk, Incident Management and Security Management) around a central information hub, each can receive and share information from existing systems and integrations with HR and ENS platforms.

The Cobalt BCM module has been designed to deliver an effective BC programme; personalised dashboarding offers clear gap analysis alerting users to gaps in planning, role allocations, RTO discrepancies, and actual capabilities.

With the Incident Management module and Command Centre, users can automatically push plans into actionable workflows, which provide step-by-step response actions designed to help keep everyone on-task, make the best use of resources when plans are tested, and then automatically feed learning into the planning cycle. Administrators can also provide controlled access to those who need it and equip all employees with role-specific information via the Mobile Plans Application.

Tel: 0800 808 5856
e-cobalt.com

Crises Control is a mass communication easy-to-use and customisable crisis response solution that delivers BC management plans rapidly across a variety of devices. This platform can be used from a laptop or desktop PC with full functionality now available for the first time on the mobile app itself. The app is downloadable for free on the iOS, Android, Windows and BlackBerry platforms.

The Crises Control mobile app employs a range of media channels to choose from; email, text, phone and push notifications.

Crises Control provides crisis communication SaaS featuring mobile incident management; mass notification; responsive gap analysis; quick start and easy integration.

Crises Control Lite is aimed at SMEs who want a more affordable easy-to-use solution to their BC planning and compliance needs. Crises Control Enterprise is aimed at companies of 500 seats and above and provides set-up, integration and user testing support.

Approved on the government G-cloud 8 framework, this product has a simple set up process, quick incident simulation; 24 x 7 support and tutorial resources.
INONI PRO
INONI

Inoni is best practice continuity and resilience planning software. Inoni Pro is professional BC management software for medium to large scale organisations. Pro offers centralised administration over distributed presence, allowing activities to be delegated to regional or site BC champions and end-users.

Inoni Enterprise is a more powerful programmable resilience-building software platform with unlimited access to Inoni’s capabilities. Like Pro, the toolset is scalable and readily accommodate large numbers of users, business functions and locations. Enterprise permits optional self-hosting, bespoke BCMS design and operation, managed support and perpetual licensing.

Inoni SenseCheck provides a suite of resilience benchmarking tools supporting one-off and repeat assessment against best practice and relevant international standards. It includes an in-depth assessment of current operational capability.

Inoni Supply Chain allows performance of due diligence risk assessment and BIA on critical suppliers, optionally integrating with the organisation’s own BIA.

Inoni Basic provides affordable continuity planning for SMEs and branch organisations.

Founded in 2005, Inoni has supported continuity and resilience programmes for many organisations, large and small, across most business sectors.

Tel: +44 (0)118 9629 757
inoni.co.uk

KINGSBRIDGE SHIELD
KINGSBRIDGE DISASTER RECOVERY

KingsBridge Shield is a complete solution for building BC and DR plans. The products are available in Silver, Gold and Platinum packages.

Designed for BC and DR plans, the product includes integrated BIA and TRA modules, an integrated notification solution (BEAM), native mobile apps for iOS, Android and BlackBerry, over 300 pages of customisable module templates and customisable user roles, access and permissions.

The tool comes with extensive ‘how to’ videos and tutorials, optional coaching sessions, and consulting packages.

Tel: +1 (800) 246 6642
disasterrecovery.com

LINUS REVIVE
LINUS INFORMATION SECURITY SOLUTIONS

Linus Revive was designed a decade ago to enable customers to develop, maintain and exercise their BC capability and respond, communicate and recover from any incident.

Linus Revive integrates with familiar, commonly used corporate systems such as Word, Excel and MS Project.

The product can support the direct broadcast of SMS text messages without having to subscribe to a third party service requiring export and maintenance of a second set of Team structures and membership contact details.

Program Management offers a variety of dashboard reports and tools including Data Quality and email notification.

Linus Revive’s multi-language interface can be set at a corporate, regional or individual user level to maximise ease of use.

The product is updated regularly to help ensure the application progresses with industry best practice and standards.

Nominated users access Linus Revive via any platform, including iOS and Android. The system can be installed on the client’s infrastructure or accessed via the secure Linus Revive Cloud platform. System configuration takes a few minutes and core data can be imported and maintained via interface links.

Tel: +61 3 9017 2119
linusrevive.com
**Mataco**

Mataco provides a secure, cloud-based, fully integrated software platform providing BC planning and incident management support. Support is provided for all stages of the BCM lifecycle and includes dependency mapping, plan templates, plan development, incident management, reviews, exercise tracking, notifications and threat assessment.

The mobile version can be used on all iPhone, Android, BlackBerry and Windows Mobile devices.

Mataco also supports incident management – plan activation, communication through emailing/texting, allocation of actions, recording of task completion and provision of updates and reports.

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.

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 the product will escalate overdue actions after a user-definable time period.

Tel: 01524 784400
savant.co.uk

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**PDRWEB Services Conseils RDI**

PDRWEB can be tailored to suit a range of clients – from SMEs to large multinational organisations. The product 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.

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 BC and DR plans. 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 also 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.

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

Tel: +1 (514) 955 0213
rdiinc.com

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**ResilienceONE**

ResilienceONE from Strategic BCP has been offering the most direct path to ROI since 2004.

Over 350,000 users build and maintain action-based plans that can be implemented immediately in the event of emergency business disruptions, using industry-specific business processes, recovery mappings, compliance wizards, policy libraries, and exercise/test management features, along with GRC tools. The current version of ResilienceONE is v8.0. The product is offered in the Cloud and On-Premise.

Tel: +1 (866) 594 7227
strategicbcp.com
**RISKRHINO BCM**  
**RISKRHINO**

RiskRhino BCM is a complete BCM application designed to manage disaster recovery plans with automatic incident alerts, and integrates with a range of other modules including governance, risk management and compliance and audit.

The product has a full mobile app that comes free with the licence and is SaaS based.

RiskRhino's suite of products, targeted mainly at small to medium sized enterprises, are designed to be easy to implement and to use.

Tel: +31 (0)654792099  
riskrhino.com

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**RECOVERYPLANNER RPX**

RecoveryPlanner has been delivering BCM solutions and consulting services to a diverse range of industries, both public and private, since 1999.

The RPX software is used to standardise, simplify and improve BC programmes. The product was designed to be easy to follow and implement.

RPX offers BC, DR, operational risk, cyber risk and information security, crisis/incident management and mass notifications in one software suite, allowing users to addresses compliance requirements, operational concerns and manage maturing BCM programmes to improve preparedness and resilience.

RPX's methodology is based on and meets a range of industry guidelines and regulations, including the Business Continuity Institute's Good Practice Guidelines, ISO 22301, ISO 31000 and DRII.

The tool displays in a variety of different languages and with a click the user can change the language the interface is being viewed in.

Additionally, support for this product is available in a variety of languages and extended hours to meet all time zones.

Tel: +1 (203) 455 9990  
recoveryplanner.com

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**THEONEVIEW EGTON**

Plan, implement, test, report and review across a wide range of process and compliance requirements from a single web based solution.

TheOneView was designed to allow users to control governance, risk and compliance needs from one platform.

With this tool, users can more easily monitor SLAs and define standards and processes across multiple locations, ensuring consistency in planning and implementation. A range of reporting modules feature a number of visual tools including RAG status. User level access rights ensure the varying levels of information access.

As a hosted solution, Egton says users will always have access to the latest version of this tool. Modular development allows for bespoke tailoring. Customers include Marks & Spencer, TUI Travel and The University of Manchester.

Tel: 0845 1245245  
eytondigital.net

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Upcoming reports:
- E&MN Software Report  
  November 2016  
- Risk Management Software Report  
  January 2017
Daisy Shadow-Planner enables you to plan, develop, test and execute more streamlined and structured Business Continuity. 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 BC specialists, this suite of integrated software supports the entire Business Continuity Management (BCM) lifecycle: from impact analysis through developing plans to testing and reporting. Daisy supports 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

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:
- Get rid of inefficient, inaccurate and risky manual approaches - Word documents and spreadsheets
- Ensure all essential data (plans, contacts, documentation and more) are in a single secure location, at your fingertips
- Be assured that all data is regularly reviewed, updated and consistent
- Achieve faster ISO22301 BC certification

Catalyst is a fully integrated, end-to-end business continuity planning software – unlike any other currently available on the market today!

Catalyst covers the entire continuity planning lifecycle, is easy to learn and use, enables robust customization, and provides the fastest implementation and lowest total cost of ownership on the market. If you're looking for innovative software that will simplify your life and help you get stuff done, please contact us today.

Business Continuity & IT Disaster Recovery Program Development:
- Business Impact Analysis & Risk Assessment
- Plan Development & Management
- Supplier Availability Management
- Exercise Planning & Management

Business Continuity & IT Disaster Recovery Program Maturation:
- Automatic Program Analysis & Reporting (Insights)
- Corrective Actions Management
- General Program Management

Crisis/Emergency/Incident Management:
- Live Incident Management
- Built-in Emergency Notification (Bullhorn)

Are you ready to learn more?
Catalyst makes business continuity and IT disaster recovery planning easy and repeatable for every organization – regardless of size, industry, or geography.

Please contact us to schedule a discussion or demonstration, or visit bccatalyst.com to start a 30-day free trial (enjoy an extended, 60-day free trial with referral code: CIR 2016).
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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 straightforward, 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.
- 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, with mobile applications for all major platforms.
- Provides alignment to ISO 22301 and Regional BCM standards.
- Fully integrated Emergency Notifications and dynamic Incident Management module.
- 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.

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 one 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

ClearView Continuity

Astral House
Granville Way
Bicester
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Crises Control

Crises Control is a mass communication easy-to-use and customizable crisis response solution that delivers business continuity management plans rapidly across a variety of devices and fits any organisation’s budget without compromising quality.

It helps business continuity professionals to be prepared for any business disruption when it happens. It is a secure way of sending the right information to the right people in a crisis situation and tracking who is engaged. It makes business disaster simulation exercises easy and simple to execute and builds a responsive team that is always prepared.

The Crises Control platform can be used from a laptop or desktop PC with full functionality now available for the first time on the mobile app itself. The app is downloadable for free on the iOS, Android, Windows and Blackberry platforms.

Crises Control was awarded the title of Most Innovative BC Product of the Year for 2016.

Mataco is a cloud based business continuity management system that offers support for all aspects of the BCM process, providing:

- Secure, resilient, high availability service through our off-site hosting
- Aligned to BS 25999 and ISO 22301
- Ability to store and edit business critical data
- Plan templates enabling Plans to be produced to your requirements
- Support for reviewing and exercising of Plans
- User driven reporting functionality, with export to Excel
- Alerts via email and SMS
- Mobile Mataco enabling access from mobile devices
- Incident management module enabling real-time recording of incidents, generation of incident reports and access to incident log
- Import of BIA data from Excel
- BIA Survey tool with validation process and import into Mataco
- Control and maintenance ensured as data changed in one place, automatically updated in all Plans
- Tracking and monitoring of Plan Approvals, Reviews and Exercises

Enterprise Solutions

RecoveryPlanner has been on the forefront of delivering innovative, proven Business Continuity Management solutions since 1999 for organizations of all industries and sizes, both public and private. Our 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.


RecoveryPlanner’s Business Continuity Management (BCM) platform, “RPX”, goes beyond traditional BCM to address today’s needs of centralizing Business Continuity, Disaster Recovery, Operational & Vendor Risk, Cyber/Info Security, Crisis/Incident Management and Notifications in one software suite. Connecting and centralizing these disciplines in a common repository of cross-discipline data, automation, scalability and flexibility assists with facilitating a maturing program, standardization, internal/external supply chain requirements, greater risk reduction, quicker recovery and comprehensive analytics.

- 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
- Meets, assists with and guides users in compliance requirements, BCM and Risk frameworks, contractual obligations and Auditors’ findings.
- Hosted (SaaS) and customer hosted versions available
- RPX Native App for business and HOME App for employees’ personal recovery

RPX is Internationally Rated and Recognized

- Recipient of 2016 U.S. President’s “E” Award for Excellence in Exporting - highest recognition any U.S. entity can receive for exporting achievements.
- Positioned in the Leader’s Quadrant in every Magic Quadrant for Business Continuity Management Planning Software Gartner has conducted.
- Positioned in Gartner’s 2016 Magic Quadrant for IT Vendor Risk Management.

Contact us today to get started with improved resiliency, preparedness and response!