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BUSINESS CONTINUITY SOFTWARE REPORT 2018



Demand for business continuity software is changing – and the market is changing along with it. And while some of the traditional drivers for deployment of these products remain in place, offerings have had to become more sophisticated to keep up with a more demanding client base.

This in turn seems to be down to two key factors: the principal driver the corporate move towards an ever-more resilient organisation; and a concurrent continued pressure on budgets.

Businesses are faced with the challenge of doing more with less, in terms of resources. Most clients are therefore using software to create a smarter workflow management; implement corporate policy uniformly throughout the operation; provide data extract reports and gap analysis to see where there is a need to improve systems/practices and ensure that there is good governance, and to lead end users in the business through an easy to use process to build effective plans,” explains CEO at ClearView Continuity, Charles Boffin.

“Whether the right team are in place in the IT, risk or business continuity department itself makes all the difference”

“We have built our software so that it is highly configurable by clients through self-administration systems. We support and help in this process as part of the implementation procedure, but we believe that the key is to have software that is flexible to meet the needs of all clients, without the requirement for costly customisation.”

In addition to these tasks, users are turning to ever more sophisticated

Your plan, just better

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mobile apps to support teams in anger.

While business continuity software is not a silver bullet for all forms of incident, it does help to deal more swiftly with issues during an incident, in particular by giving the right people the ability to access the necessary data at the right time.

As head of business continuity management consultancy at Daisy, Colin Jeffs, puts it, “Customers are becoming less tolerant of any type of disruption, so businesses say they can’t allow for it and if it does happen then it must be to the absolute minimum.

“When it comes to paying customers, they don’t expect any downtime. If you have a bank account that you can’t draw money from because [the system] has gone down, it’s incredibly easy to move to another. Customers absolutely expect zero downtime – whether it’s right or wrong.”

Value recognition

There is a growing sense of the value of business continuity systems beyond the business continuity or risk functions themselves, according to some commentators. CEO of Fusion Risk Management, David Nolan, says that having the right system in place can mean the difference between securing or losing a client.

“There are cases in the US where companies that did not have effective [systems] have lost business. It’s now all about how third party risk is playing a part. The driver of the investment

has shifted from ‘I had to do it for compliance’... to ‘If you want to do business with me then I want to make sure you can be trusted and you need to demonstrate that,’” he explains.

“It has to do the job better, allow you to be nimbler, more economical and it’s going to do that through automation. You’ll be able to analyse, visualise and report. It will provide access to a wider group of people to respond to a situation, manage and reduce the level of business impact from what is essentially an inevitable event,” says Nolan.

Nolan believes that, at the most basic level, the right tool should help businesses to do things better, faster and cheaper. Pricing varies wildly in this sector, and will naturally vary according to the size and complexity of the buyer organisation. But cost should not necessarily be the driver for the final decision.

Given how difficult it is to change processes and systems in most organisations, spending the due time and care during the tender process is a wise investment. The buyer organisation’s culture matters considerably at this point. Whether the right team are in place in the IT, risk or business continuity department itself makes all the difference. Which often brings the conversation back to budget.

“It can cost anywhere between £5,000 and £50,000 maybe even more if you take [the customer’s] own internal costs,” Jeffs explains. “It can



go way up depending on how they are structured, how complicated they are, how many sites and locations they have, how many staff require training, how much data there is to bring in, and so on.”

But he adds that if companies take the time to invest in the right software, they will see ROI in spite of the upfront cost. “This is because it will take away a lot of the manual work that team members have to do. The software makes the data easier to access and control than if you were to do it manually. Businesses need to ask themselves ‘how long it will take software to do what a team can do,’ and whether they have the time and the experience to do it all manually.”

That is not to say that any software can completely take over the job of business continuity management. As CEO of Sentinel Yudu, Richard

Stephenson, points out, software is no substitution for thinking and understanding of risk but good software has intelligence and adaptability.

“It is a tool that can assist in the formation of a plan and help keep it up to date. Software can also help during an incident and be used in simulations with the learnings from these events fed back into the system to deliver better resilience for the next incident,” he explains.

“DIY solutions that attempt to emulate professional business continuity software are potentially the worst option; it would be better to have paper plans. Systems need to be robust, resilient and secure so they are operable when required.”

This is, after all, the entire *raison d'être* of this marketplace. Asked which tasks are currently providing the

greatest ROI with current offerings, ClearView’s Boffin points to gap analysis and reporting, workflow management, audit and governance, accuracy of data (inputs and outputs) and practical usability to assist/support in time of need (events).

ClearView’s own future for developing the software include enhanced technical functionality as new technology appears in other markets and areas; and interlinked/interfaced systems to provide macro solutions – that is to say not business continuity management in isolation.

In addition to greater functionality and accessibility, these appear to be among the major developmental areas for this market as it continues to invest in solutions that help user organisations achieve the levels of resilience they need, at a price they can afford.



Colin Jeffs is the head of business continuity management consultancy at Daisy and is also responsible for the Shadow-Planner software. A highly-respected BC professional and long-standing member of the BCI, he has over 23 years of experience in business continuity management and resilience.

Colin has held senior roles in BCM and crisis management at several investment banks and online retail banks as well as in the travel and software sectors. In addition, he spent two years as a member of the Securities Industry BCM Group (SIBCMG) as well as serving many years working as a business continuity consultant in industries including law, energy, defence, finance and the public sector. Colin has implemented numerous BCM software tools over the years and understands the benefits they can bring to organisations.

Why is Daisy's success in the 2018 Business Continuity Awards so significant?

Mainly because we only enter when we have new functionality that has been tried, tested and validated by our active and engaged users. You can't create something new, roll it out and canvas meaningful feedback within one year, so when we do enter, we are showcasing our new developments. The

Out of the shadow, into the spotlight

Colin Jeffs talks to CIR about this year's winning business continuity management planning software, Shadow-Planner

last three awards we have entered with Shadow-Planner, we have won and this is immensely gratifying.

To be shortlisted is both great kudos and great success for us because it means that we have truly met the judges' criteria – and we celebrate that as a business. But to then go on to win on the night is an added bonus and we just want to share it with everyone – without all turning into sales people!

For me personally, the benefits of BCM software for any BC manager are so worthwhile, especially now that the role of BC is more strategic to the business than ever. Using software equips forward-thinking BC managers with more time and greater insight into risks and dependencies to really contribute to the success of the organisation.

In short, Shadow-Planner doesn't claim to do everything for everyone, but rather, it does the things that really matter, exceptionally well.

How does BC software make life easier for BC managers in practise?

Managing a BCM programme takes a lot of commitment and input from many areas of an organisation as well as vast amounts of time and patience due to the sheer volumes of data involved.

Making sense of all that data can be a real challenge and ultimately impacts how accurate and robust any plan will be. This is where software is incredibly valuable as it takes away the burden of chasing people up and combining and analysing the data in a sensible and easy to understand way. These two things alone can, and do, soak up huge amounts of a BC manager's time whilst not always guaranteeing the end

"Shadow-Planner doesn't claim to do everything for everyone, but rather, it does the things that really matter, exceptionally well"



results have identified all gaps and risks. The really big payback comes from real time data analysis that instantly shows the user where they have gaps in requirements which translate to potential risks. Understanding this manually can take weeks of effort.

One of the most challenging things to keep on top of is changes to plans where multiple copies of the plan exist. Any decent software should allow you to make a change once and have it filter through to everywhere the plan is used. Therefore, having to make the same change in multiple places becomes a thing of the past.

Finally, the ability to put plans and contact information onto mobile devices significantly reduces the risk of people not having access to their plans and the information they require when they really need it. Not many people will carry a paper plan around with them but almost everyone carries a mobile phone.

What is different about Shadow-Planner?

Shadow-Planner has been designed by BC professionals for BC professionals with significant input from its active user group – many of whom are leading BCM practitioners in the industry in their own right. It also has a hugely powerful dependency mapping capability with gap analysis, flagging risks and deficiencies all monitored in real time.

In addition to this, Shadow-Planner allows BC managers to ‘manage by exception’, allowing them to focus their attention on those areas that are out of date, overdue or have risks associated with them.

The system takes care of all other tasks in the system by ensuring reminders and escalations are sent out if or when required.



What’s next for Shadow-Planner?

Shadow-Planner has been at the forefront of BCM software for many years now and Daisy is committed to maintaining that trend. With BCM software seen as a valuable asset to many organisations and becoming even more important with world events around IT hacking and data theft etc., resting on your laurels and remaining static is a fundamentally flawed approach.

As the UK’s leading BCM service provider, Daisy has already started the process of designing a brand new version of Shadow-Planner. Technology and market trends have changed over the years and Shadow-Planner is evolving to not only keep up with those trends, but to be at the cutting edge.

“The last three awards we’ve entered with Shadow-Planner, we’ve won – that’s immensely gratifying”

Most of the new functionality and technology are closely guarded secrets, but with the impressive combined experience of our both our customers and ourselves, the new product will break new ground in BCM software look, feel, functionality and technologies.



Colin Jeffs is head of business continuity management consultancy at Daisy



SHADOW-PLANNER DAISY GROUP



Daisy's Shadow-Planner is a multi-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 (BIA), planning, testing and exercising, risk management, recovery desk planning and emergency mass communications. 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 providing the right plans and contact information to the right people exactly when they need them most.

Organisations within 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 ISO 22301.

Key to Shadow-Planner's design philosophy is the way in which it supports the three tiers of a BCM stakeholder model:

- **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. These individuals need to know the overall status of the programme and which areas require more focus or support. Needs to 'manage by exception'.
- **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 month/year) of their time to the BCM programme. These people typically own a BC plan or have some involvement in completing the BIA.

- **Tier 3** comprises those individuals who 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. Each of these tiers has different demands. Shadow-Planner makes it easy for each tier by giving automated reminders when something needs to be done.

Key features and benefits:

Business impact analysis (BIA):

- Customisable impact assessment and risk identification
- Helps identify most critical processes/activities including internal and external dependency chains and return on investment (RTO)
- Powerful dependency modelling and 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; input once and share to many areas. If a change needs making, change it once and it automatically filters to wherever that document is used.
- Simple to the end-user – they only see what is relevant to them
- Easy-to-follow plans using our structured action plan (playbook) type approach

Notification:

- Mass notification and message broadcasting and response tracking via SMS and/or email within Shadow-Planner
- Can integrate with other mass communication tools

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

Contact Daisy Group for more information.
0344 863 3000
enquiry.dcs@daisygroup.com
daisygroup.com

ALIVE-IT CONTROLLIT AG

alive-IT was designed to support user organisations carry out business continuity management and ITSCM tasks. With this product, users are able to carry out lifecycle procedures, complete data models, control recoveries and access the latest, active documentation.

This vendor's software aims to provide a "master model for business continuity management and ITSCM requirements", and 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, as it contains essential information for successful recovery. These may be organisational or technical tasks. The structure of processes is table oriented with graphics automatically generated.

Users of this software can connect existing documents with activities, which are available online and in the emergency manuals.

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

Bespoke configurability makes this a particularly useful tool for crisis management. The complete application, including all functions, are available via a web browser, negating the need for complicated or costly installations.

control-it.de

BCP BUILDER BCP BUILDER

BCP Builder is an online business continuity plan template. With this tool, user organisations can design and build their own unique business continuity plan or management system.

In creating BCP Builder, the developers have focused on producing solution that is more sophisticated than Excel-based plans, yet less complex than some of the more involved packages on the market. As such, BCP Builder says its users will have no need for training.

While the simplicity of this tool makes it suitable for small businesses, larger organisations can scale to the provider's multi-plan document library for wider or more complex deployments.

BCP Builder is based on the Business Continuity Institute (BCI) Good Practice Guidelines, as well as the requirements of the international standard for business continuity, ISO 22301.

Small businesses can access a single plan online, with both monthly and annual pricing available.

Larger user organisations, requiring bespoke multi-plan document libraries, can choose from a range of standard templates or develop their own templates. They can complete planning using their own resources, or engage the provider's consultants. This version can also integrate with notification software.

bcpbuilder.com

CATALYST AVALUTION CONSULTING



Catalyst provides comprehensive business continuity and IT disaster recovery planning functionality to prepare organisations for disruptive incidents. Designed for the global enterprise but scaling to address the needs of any organisation, Catalyst is designed to make continuity planning simple and actionable, both for the manager and the end user.

A set of fully integrated modules simplify the user experience and streamline plan development and programme maintenance.

The Business Impact Analysis module uses on-screen guides to help ensure department owners submit the correct information, and then leverages that information in all subsequent planning phases.

The Risk Assessment module enables teams to clearly identify key risks to the organisation's most critical activities and resources, allows management to quickly identify where risks exceed their risk appetite, and sets the stage for developing business continuity strategies.

The Recovery Strategy Identification module takes the guesswork out of strategy identification. Catalyst uses the information captured during the business impact analysis and risk assessment to help clients clearly identify and establish response and recovery strategies. When planning,



Catalyst offers an intuitive plan development process, with access to a wide variety of highly customised planning templates and content.

The Task Scheduling feature allows teams to assign start and end times to recovery tasks and establish task dependencies to better plan for a disruptive incident.

Catalyst's Exercise module enables teams to improve the preparedness and resiliency of the organisation and confidently respond in the event of an actual incident.

Catalyst Insights uses all the data in the system to automatically produce business continuity programme metrics that help users quickly identify and address preparedness gaps and report on the organisation's true level of preparedness.

The Live Incident Management module provides an online location for teams to collaborate and share information about a disruptive incident in real-time, including announcements, situations reports, and recovery status.

Catalyst Bullhorn enables users to quickly and easily connect by sending emergency notifications and surveys to internal contacts via email, text message, or voice phone call.

Avalution Consulting offers hosting options across the United States, Europe, Canada, Australia, and the United Arab Emirates. The provider offers a free trial to those wishing to familiarise themselves with the product.

avalution.com

CLEARVIEW CLEARVIEW CONTINUITY



ClearView's software is used by organisations of all sizes, in all sectors around the globe. Designed to be easy to use and intuitive, occasional users can get up to speed quickly, while more advanced users have a complete set of features necessary for managing all aspects of the business continuity management lifecycle. Functionality includes a business continuity management system, including risk assessment, BIA and plan development, exercising and notification plus dynamic incident management. An integrated notification module provides two-way SMS, push notifications, email, voice and conference call options. A mobile application is also available. ClearView offers a flexible reporting suite with dynamic report creator and executive dashboard showing gap analysis and key metrics in easy to use/view graphic formats with full data export/download. A considerable range of self-service functionality is available to users wishing to tailor the platform, and integrations capabilities enable a seamless interface with all other key data sources and third party systems to enable all activity to be managed through one portal.

ClearView is available in public sector, enterprise, or small business versions and is fully consistent with ISO 22301 and all other major industry standards.

clearview-continuity.com

CONTINUITY LOGIC CONTINUITY LOGIC



Continuity Logic offers a full scope business continuity software solution delivered as SaaS on the IBM Cloud. Commissioned with support from the vendor's specialist consulting team, the solution delivers deep BIA flexibility; data-driven business continuity management through a series of analytical tools including drill down dashboards, geo-data, and what-if analysis; high quality plan and reporting output through integration with Microsoft Word and PowerPoint templates, with fonts, layouts and document design entirely controlled within the Microsoft Office environment, which helps provide familiarity for users.

For ease of use, Continuity Logic's GuideMe technology takes users step-by-step through tasks. Alongside the solution's customisability, this supports the widest possible engagement with little to no training required. Mobile performance through a range of mobile apps (iOS and Android) plus full HTML5 compatibility enable all-function use on any modern browser-based device. Continuity Logic provides a number of out-of-the-box templates for fast implementations; and can customise configurations for larger, more complex organisations. The recent addition of a template library makes Continuity Logic suitable for both large and small organisations.

continuitylogic.com

catalyst →

FOCUSED, ACTIONABLE BUSINESS CONTINUITY SOFTWARE INFUSED WITH AVALUTION'S EXPERTISE.

Catalyst provides comprehensive, yet easy to use, business continuity and IT disaster recovery planning functionality to prepare organisations for disruptive incidents. With Catalyst, business continuity planning is simple, scalable, and actionable – for the programme manager AND end user.

avalution.com/catalyst

UPCOMING FEATURE RELEASE:

CONTROL+COMPLY

Looking for a way to efficiently manage your controls and compliance requirements – ensuring they are consistent with stakeholder expectations and tailored to your organisation's risk profile?

Ask our team about Catalyst Control+Comply.



CONTINUITY MANAGER PEER VALUE



Continuity Manager is an intuitive, flexible and powerful business continuity management system that enables helps user organisations manage and follow up business continuity management programmes in one single place.

This product focuses on the essentials in getting business continuity management operational. With a user-friendly interface, it makes it easy to keep track of critical products and services, and determine requirements and follow-up status.

Continuity Manager is designed to meet industry best practice and standards, and features the key elements of business continuity management, including governance, compliance and follow-up, business impact analysis, continuity plan status tracking, business continuity management requirements repository, dashboards and reporting functions enabling easy follow-up and dependency tree highlights relationships and statuses. An intuitive maturity assessment tool and dashboards and reporting functions are available for ease of use. A dependency tree highlights relationships and statuses, and financial value at risk is calculated based on continuity status. This product is provided as a scalable and secure SAAS solution.

peervalue.se

CRISES CONTROL CRISES CONTROL

Crises Control is an enterprise business continuity management platform integrated with a mass communication tool.

This solution notifies stakeholders of business continuity incidents and delivers business continuity management plans across a variety of devices, and to suit a variety of budgets.

Crisis Control was designed to help business continuity professionals prepare for any business disruption, and aims to provide a secure way of sending the right information to the right people in a crisis situation, and at the same time tracking who is engaged.

The Crises Control platform can be used from a laptop or desktop PC with full functionality available on the mobile app itself.

The app for this product is downloadable for free for iOS, Android, Windows and Blackberry platforms.

crises-control.com

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FUSION FRAMEWORK SYSTEM FUSION



Designed to engage employees in incident response, safety and security, the Fusion Framework System includes integrated business impact analysis and risk assessment, plan development and activation, crisis/incident management, exercises and simulations, integrated risk management and mobile and enterprise communities.

This product supports vendor risk, facility risk, cyber risk and other related risk agendas, and supports integration with the major E&MN and ITSM providers.

fusionrm.com

INONI PRO INONI

Inoni Pro is a multi-user SaaS online business continuity management system that delivers BIA, risk assessment, planning, validation and maintenance in a single, integrated package. It is designed to support organisations' alignment or compliance with ISO 22301, but can also assist in other aspects of best practice, including resilience, crisis management and ITDR.

This product aims to support organisational individuality and expressions of risk appetite and tolerance to loss. The system delivers materials that are practical and useful

RESILIENCE FOR THE 2020s



Document-Driven and Data-Driven BCM

It's well recognised that an effective business continuity program generates a trove of corporate data, and that this data can offer deep insights into both risk and operational management challenges.

Continuity Logic provides the structures and analytical tools to maximise this data-driven capability. On-demand reports, drill down dashboards, geo-data, and what-if analysis all contribute to an unrivaled ability to deliver value to the business.



Total Engagement Across the Organisation

Many BCM solutions fail to deliver organisation-wide engagement and thereby end up as a central repository used by a select few alone. Continuity Logic has worked hard to overturn this limitation.

GuideMe technology takes each user step-by-step through the tasks they need to complete, while the solution's customisability accommodates even the most complex organisation. All this leads to the widest possible engagement with minimal training.



Power Out-of-the-Box with Customisation on Demand

Continuity Logic provides a number of out-of-the-box templates for clients who want a solution to be implemented quickly and then improved over time – providing for a rapid return on investment.

But customised solutions can also be delivered for those larger, more complex organisations who have learned over time – often through hard experience – that a highly specific BCM approach is essential for their success.

4 x LEADER Gartner[®] Magic Quadrant



www.continuitylogic.com

info@continuitylogic.com



European Operations
24 The Shard
London Bridge Street
London SE1 9SG
United Kingdom
Tel: +44 (0)20 7770 6446

Corporate Headquarters
400 N Tampa Street Suite 1750
Tampa FL 33602
United States of America
Tel: +1 866-321-5079



in a major disruption online, via mobile devices and physical cards. At the same time, it satisfies the peacetime requirement for detailed documentation for training, audit and compliance.

Integral to the Pro software, the provider's approach draws on familiar organisational structures to facilitate design, delivery and training, with the aim of encouraging greater interest and engagement, improved capability, stronger linkage with other risk disciplines and requiring less user time. Information is gathered via online interviews with question texts that can be adapted to reflect the way each client organisation thinks and operates.

Although primarily a SaaS solution, Inoni also deploys the platform both within country jurisdictions, and self-hosted within organisations' own closed IP environments.

inoni.co.uk

LOGIC MANAGER LOGIC MANAGER

LogicManager's software features integrated risk, governance, and compliance tools that aim to enable organisations to make proactive decisions based on comparable data and established goals. These integrated applications include enterprise risk management, IT governance and security, compliance management, third-party risk management, audit management, incident management, policy management, business continuity, and financial reporting compliance. The core functionalities LogicManager that extend across

solution areas are identifying, assessing, mitigating, monitoring, and reporting on risk.

Delivered as a SaaS solution, this vendor looks to provide new features on at least a quarterly basis.

Earlier this year, LogicManager released an initial set of native APIs which allow customers to integrate with other systems internally to streamline data and reduce manual processes. Common API examples include collecting and categorising vulnerability data from scanning tools such as Nessus, Qualys, and Rapid7, or connecting with Oracle Accounts Payable systems.

This year, the vendor also released its Automation Rules Engine – its first foray into the world of artificial intelligence; and released a GDPR-specific compliance suite including an audit readiness checklist, a data library assessment and a security incident form.

logicmanager.com

MATACO SAVANT

Mataco is a cloud-based business continuity software system that aims to provide full support for business continuity management, disaster recovery and incident management processes.

Provided on a SaaS basis and hosted by Savant's partner IOMart Server Hosting, the software is available for tablet, smartphone and desktop PC.

Mataco offers a flexible database

repository in which to record and maintain all relevant information, documentation and tasks required for an effective, robust, and complete implementation of business continuity planning.

Public sector buyers can obtain Mataco via the G-Cloud framework on the government's Digital Marketplace. Private sector companies should contact Savant directly.

Mataco is available for all iOS & Android smartphones and tablets – enabling mobile access to disaster recovery plans in-the-field and via the mobile phone network.

savant.co.uk

MIMS CONTINUITY WEST

MIMS (Major Incident Management System) is cloud-based system that aims to bring together all the information necessary to managing any type of incident.

Initially developed by Continuity West for academies, which are required to have contingency and business continuity planning, MIMS is now also being used throughout the public sector.

The current version of this product was updated in July 2018, and features an enhanced layout and improved functionality – including the ability to use the system from tablets and mobiles.

Within MIMS, there are three levels of user: the Major Incident Team, Staff and Other. The Major Incident Team

is responsible for managing incidents with each of the tasks in a plan having an owner, usually by a member of the MIT.

The product comes pre-populated with 25 standard plans including loss of utilities, bomb threats, pre- and post-flood and loss of building plans.

Most documents (Word, Excel, pictures, PDFs) can be uploaded and attached to plans as well as to contacts.

This software can be used to send SMS messages and emails to users or contacts in its MIMS system – whether during an incident or in peacetime.

continuitywest.co.uk

ORBIT4BC ORBIT ITALY

ORBIT4BC was designed to offer a complete software solution that helps companies manage business continuity and disaster recovery processes.

By collecting and classifying data, the

software allows users to define, implement and update business continuity and disaster recovery plans, and carry out risk analysis.

This product is designed to provide corporate governance professionals with the appropriate means to accurately address the different requirements of a business continuity management and disaster recovery programme, following them in every step of the process lifecycle.

ORBIT4BC allows customers to manage all the data that must be gathered to comply with international business continuity management and disaster recovery standards, including ISO 22301, BCI Guidelines and ITIL, for instance.

ORBIT4BC has also a built-in integration with several mass notification systems for give a two-way real time communication through SMS, call bridge and other technologies.

Founded in 2000, Orbit Italy is a business continuity consulting firm, IT service provider, and software developer.

orbititaly.com

PARASOLUTION CONTINUUM



ParaSolution is a web-based tool that encompasses business continuity, risk, emergency and IT disaster recovery management. Users can also access information through a mobile app.

With this tool, incident/crisis response is integrated, using information gathered in the planning phase, and mobilising through the notification module, while capturing and monitoring task completion. Roll-ups and dashboards provide current state of readiness and requirements, contact information and gap reports to enable informed decision-making.

ParaSolution was built with industry best practice and standards in mind, whilst also being highly customisable. A selection of business continuity and emergency management, BIA, risk assessment and IT disaster recovery plan templates can coexist, factoring in business unit specificities as well as different regulatory environments.

The tool can also measure compliance with ISO 22301 using integrated ICOR self-assessment tools, with guidance on remedial processes provided.

Popular in the financial and manufacturing sectors as well as in government agencies, ParaSolution SaaS is hosted on secured and audited servers and can also be hosted by the user organisation.

premiercontinuum.com



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PDRWEB SERVICES CONSEILS

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

This tool 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. During the creation of plans, the product links the different activities using prerequisites and a decision tree. The software also links the required resources to the activities. It can also link multiple plans and produce dependency mapping. PDRWEB has a built-in maturity analysis based on BS 25999. Once users have filled out the related web-based survey, the solution produces graphical reports on the status of the analysis.

Users can also receive automated alerts that notify them of their respective activities, providing all the information required for the execution of the task, including resources, contact information, and diagrams. PDRWEB also offers an integrated notification module via email and/or SMS, recording each step and all messages in relation to it.

rdiinc.com

RPX RECOVERYPLANNER



RPX is a fully integrated resiliency software that centralises business continuity, disaster recovery, operational risk, cyber security planning, crisis/incident management, vendor management and emergency notification. It is used to standardise, simplify, view and assist with the management of these processes, providing the functionality, scalability and flexibility for a frequent user, yet is simple enough for the casual one.

RPX's app is designed to ensure that, even without an internet connection, users can manage or participate in an incident, crisis communications, access plans and files and distribute and manage tasks. The app is available in both iOS and Android.

With cloud-based datacentres in Europe, the US and Canada, RPX can be hosted in the cloud as SaaS or provided on-premise. The RPX system is designed to support localisation and automatically detects the user's language preference which can be switched with a click. Live RPX Help Desk Support is available in all time zones and in a variety of languages.

RecoveryPlanner has been in the resiliency software and consulting business since 1999, its products used by organisations of all sizes and industries, public and private, throughout the world.

recoveryplanner.com

RESILIENCEONE STRATEGIC BCP

ResilienceONE is designed to help users navigate obstacles within business continuity, disaster recovery and strategic IT planning and has been in the market since 2004.

StrategicBCP reports over 350,000 users of its tool for building and maintaining action-based plans that can be implemented in the event of business disruption.

This tool comprises business processes, recovery mappings, compliance wizards, policy libraries, and exercise and 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.

strategicbcp.com

THEONEVIEW EGTON

TheOneView is a web-based software solution that brings the user's business continuity, risk and compliance needs together in one place.

TheOneView brings together the relevant information on organisational risks and aligns them through BIA process to the business recovery objectives and plans. The interactive BIA, improved risk management toolset, in-built audit capabilities and enhanced reporting suite are key product innovations within this tool.

Intuitive reporting functions provide insight, monitor SLAs and define



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Features	Shadow-Planner	alive-IT	BCP Builder	Catalyst	ClearView	Continuity Logic	Continuity Manager	Crises Control	Fusion Framework System	Inoni Pro
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	•	•	•	•	•	•	•	•	•	•

LogicManager	Mataco	MIMS (Major Incident Management System)	ORBIT4BC	ParaSolution	PDRWEB	RPX	ResilienceONE	TheOneView	YUDU Sentinel	
										Plan navigator
										Dependency mapping
										Graphical call list
										Location resource manager
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										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



standard processes.

Egton reports over 15,000 users from a range of sectors including healthcare, finance, education, local government, retail, and distribution, among them TUI, Technicolor and Mark & Spencer's.

TheOneView is designed for scalability and multi-location organisations, providing access via any web-enabled device as well as its custom built app, available on iOS and Android.

The system aligns to ISO 22301 and 27001.

egton.net



YUDU SENTINEL YUDU



YUDU Sentinel is an app-based crisis management solution that offers an independent communication channel, offline documents and instant conferencing in one mobile platform. It is hosted on a secure, single-tenant cloud server to ensure reliability.

Sentinel features an employee directory that links with HR databases via API, ensuring that contact details are up-to-date and GDPR compliant. The provider says its tool allows incident managers to check that everyone in their organisation is safe in under 60 seconds.

A broadcast centre allows users to message individuals, groups or everyone. Users can also groups made up of internal contacts, external agencies/suppliers/clients or hybrid groups.

SMS, email and in-app messaging give users the greatest possible chance of reaching everyone, with real-time feedback to yes/no questions provided through a polling feature.

Sentinel's newest feature – Secure Instant Teleconferencing (SIT) – allows users to instantly set up a conference call with key crisis management team members, with no PINs or dial-in numbers.

A document centre allows users to upload vital documents for offline viewing.

Sentinel can provide immediate instructions for how to respond to a range of incidents by sharing pre-prepared action cards. Bespoke content can be created by specialist consultants and uploaded onto the system, providing staff with a playbook of the scenarios they are most concerned about.

YUDU has recently partnered with KRTS International to make the online, self-lead course Power to Recover available through Sentinel soon. Produced by experts in trauma counselling, this module is designed to guide people through recovery from a workplace trauma such as a terrorist attack.

yudu.com/sentinel

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Daisy
Daisy House, No 2 Golden Cross,
220 Chester Street, Aston, Birmingham, B6 4AH

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enquiry.dcs@daisygroup.com
daisygroup.com/shadow-planner
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Not all business continuity management planning software is created equal. We like to think that our multiple-award-winning Shadow-Planner software reaches parts that other leading brands do not reach – why not contact us for a demonstration to find out for yourself? It only takes an hour of your time, there's no obligation and if you want to find out how BCM software can help you, it will be incredibly useful. Shadow-Planner also has an award-winning, innovative mobile app that drives business continuity planning for the digital age. If you're looking for BCM software that meets your specific requirements, we're flexible in how we deliver Shadow-Planner to ensure optimum use of the system so that you receive all of the associated benefits it brings.



Avalution Consulting
323 W Lakeside Avenue, Suite 410
Cleveland, OH 44113 USA

Level 1, The Chase, Carmanhall Road,
Sandyford, Dublin, D18 Y3X2, Ireland

Tel: +1 866 533 0575 (US)
+353 1 536 3299 (EMEA)
contactus@avalution.com
avalution.com/catalyst

FOCUSED, ACTIONABLE BUSINESS CONTINUITY SOFTWARE

Catalyst provides comprehensive, yet easy to use, business continuity and IT disaster recovery planning functionality to prepare organisations for disruptive incidents. Developed from Avalution's considerable experience building and operating the most effective, efficient, and strategy-aligned business continuity and IT disaster recovery programmes, Catalyst was designed for the global enterprise organisation but scales to address the needs of any organisation. With Catalyst, business continuity planning is simple, scalable, and actionable – for both the programme manager AND end user.

PROGRAMME DEVELOPMENT

- Business Impact Analysis and Risk Assessment
- Plan Development and Management
- Recovery Task Scheduling and Visualisation
- Automated Exercise Planning and Management

PROGRAMME MATURATION

- Automatic Programme Analysis and Reporting (Insights)
- Corrective Actions Management
- Management Review

CRISIS/EMERGENCY/INCIDENT MANAGEMENT

- Live Incident Management
- Built-in Emergency Notification (Bullhorn)

READY TO LEARN MORE?

Please contact our team to learn more. We look forward to connecting with you.



ClearView Continuity
Astral House, Granville Way, Bicester,
Oxfordshire, OX26 4JT

Tel: +44 (0)1869 354230
info@clearview-continuity.com
www.clearview-continuity.com
LinkedIn: www.linkedin.com/company/clearview-continuity
Twitter: twitter.com/ClearViewBCM

ClearView is a global leader in BCM software with a web-based platform that empowers organisations to manage their business continuity activity as efficiently and cost effectively as possible.

With clients across both private and public sectors, ClearView has built an enviable reputation for excellence and innovation; and the software provides both ease of use and powerful functionality.

Building on the vision of 'making the complicated simple' for clients, ClearView provides a highly experienced implementation team to help new clients get up and running quickly; as well as making moving from competitor software to ClearView easy.



Continuity Logic
24/25 The Shard, London Bridge Street
London, SE1 9SG

Contact: Paul Gant

Tel: +44(0)20 7770 6522
paul.gant@continuitylogic.com
www.continuitylogic.com
LinkedIn: www.linkedin.com/company/continuitylogic/

Continuity Logic has been at the forefront of business continuity management software since 2006 and prides itself as a thought leader. The company's software is deployed with some of the world's largest corporations and leading brands, supporting often highly sophisticated requirements. It is also deployed with a wide range of mid-sized organisations who want a more immediate 'out-of-the-box' solution for their needs. Continuity Logic has been a Leader in Gartner's BCM software Magic Quadrant on the last four consecutive occasions. It is a recognition of which we are proud as we strive to keep our solution positioned at what we believe to be the pinnacle of our market.



Peer Value
Stralsundsgatan 34, 122 37 Enskede,
Sweden

Tel: +46 8 41020022
contact@peervalue.se
www.peervalue.se/#tool
LinkedIn: [linkedin.com/company/peer-value-ab/](https://www.linkedin.com/company/peer-value-ab/)

Tired of overpriced tools with complex interfaces and functionality that you dont need?

With Continuity Manager you get an intuitive, flexible and powerful Business Continuity Management system that enables you to manage and follow up your organization's BCM work in one single place.

Based on many years of practical experience working with BCM in different organizations, Continuity Manager focuses on the essentials in getting BCM operational. With a user friendly interface it makes it easy to keep track of critical products and services, determine requirements and follow up status. Continuity Manager makes the BCM effort easy and effective for all involved parties in the organization.

Continuity Manager in short...

- Industry best practice and standards
- BCM Governance, Compliance and follow up
- Business Impact Analysis (BIA) tool and repository
- Intuitive BCM Maturity Assessment tool
- BCM Requirements repository and intelligent inheritance
- Dashboards and reporting functions enabling easy follow-up
- Dependency tree highlights relationships and statuses
- Financial value at risk calculated based on current continuity status
- Continuity Plan status tracking
- Role based administration and reporting
- Scalable and secure SAAS solution

Please contact us to schedule a demonstration and get a free trial of 30 days!



Fusion Risk Management
3 London Bridge Street 3rd Floor,
London SE1 9SG

Contact: Rich Cooper

Tel: +44 (0) 20 3884 3538
marketing@fusionrm.com
www.fusionrm.com
LinkedIn: <https://www.linkedin.com/company/fusion-risk-management/>
Twitter: <http://www.twitter.com/fusionriskgmt>

Fusion helps your company prepare, manage, and act in any situation with our unique combination of consulting services and software solutions, including our award-winning software, the Fusion Framework System. The Fusion Framework creates tailored and engaging experiences for all contributors, automates much of the administration workload, and establishes an information foundation that can be used to make better decisions. Check out how Fusion can redefine your business continuity, disaster recovery, and risk management programs.



Premier Continuum\ParaSolution
1010 Sherbrooke St West, suite 800,
Montreal, Quebec, Canada H3A 2R7

Contact Name: Eddy Gallagher

Tel: +1 514 761 6222 ext 1011
Fax: +1 514 871 1423
egallagher@premiercontinuum.com
www.premiercontinuum.com
LinkedIn: Premier Continuum inc
Twitter: @1continuum

ParaSolution is a web solution simplifying and managing Business Continuity, Disaster Recovery, Risk Management and Emergency Management over the last 15 years. ParaSolution is proven in large and small organizations including the financial sector, manufacturing and governmental agencies. With always the client at the heart of our considerations, here are key features:

- EASY TO USE, thanks to its workflow and seamless update functionality, no end-user training and remembering passwords are required.
- EFFICIENT, since information captured in the BIA is automatically available in other steps of the lifecycle and connected to a centralized and integrated database including stakeholders contact information.
- MULTILINGUAL, the solution communicates with users in their preferred language (interface and notifications).
- ParaSolution comes with standardized approaches, based on industry best practices such as ISO 22301 and BCI Good Practices, while allowing EXTENSIVE CUSTOMIZATION to suit your organization's needs.
- MEASURE compliance to ISO 22301 using integrated ICOR self-assessment tool and obtain guidance in progression.
- ParaSolution SaaS is highly available, hosted on secured and audited servers and can also be hosted by your organization.

Premier Continuum Inc., proud developer of ParaSolution, is a training partner of the BCI and of ICOR and a consulting firm with hands-on experience, established for over 20 years.



YUDU
Greenworks, Dog & Duck Yard
Princeton Street, Holborn
London, WC1R 4BH

Tel UK: +44 (0)870 760 9258
Tel US: +1 888 367 9838
enquiries@yudu.com
www.yudu.com/sentinel
LinkedIn: <https://www.linkedin.com/company/yudu-media/>
Twitter: @YUDUSentinel

YUDU Sentinel is an app-based crisis management solution that delivers resilience via an independent communication channel, offline document distribution and instant conferencing in one mobile platform. Sentinel allows incident managers to check people are safe in under 60 seconds via 2-way in-app, SMS and email messaging.

Sentinel is threat agnostic, allowing organisation to respond to any crisis from cyber attacks to terror attacks. The broadcast centre allows you to send SMS, emails and in-app messages to groups or everyone in your organisation, with two-way polling giving you real-time answers to yes/no questions (e.g. "Are you safe?"). The document centre provides groups with controlled access to business continuity and other vital documents offline and in a mobile-friendly format. YUDU also work with specialist consultants to provide bespoke in-app content, such as emergency action cards and workplace trauma response videos.



RecoveryPlanner
101 Merritt Blvd, Trumbull
CT 06611 USA and Dartford Kent, UK

Contact Name: Jeff Goldstein

Tel: +1 (203) 455 9995
Fax: +1 (203) 455 9985
jgoldstein@recoveryplanner.com
www.recoveryplanner.com
LinkedIn: <https://www.linkedin.com/company/recoveryplanner.com/>
Twitter: @RP_BCM

RPX BCM Software

Depth, Flexibility & Scope for a Planner, Simple Enough for the Casual User
RecoveryPlanner's cloud-based RPX software brings together a variety of risk management areas that are typically managed in silos to deliver a mature integrated solution for resiliency.

RPX Includes Full Functionality for:

- Operational Risk
- Business Impact Analysis (BIA)
- Reports and Analysis
- Compliance Tracking
- All Plan Types, such as, BCP, DR, Cyber, Vendor, etc.
- Vendor/Contract Management
- Emergency Notifications
- Crisis/Exercise Management

The RPX platform assists organizations to address operational concerns, compliance requirements, managing and assisting with a maturing continuity program, standardization and meeting customer demands.

Key Features:

- One Complete Mature Package
- Cloud-based
- SaaS or On-premise License
- Unlimited, Concurrent Licensing
- RPX Continuity App
- Multi-lingual UI & Support
- Global Data Centers
- Strong Security
- Rapid Implementation
- Customizable & Flexible
- Collaboration Tools
- Excellent Support

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