



BUSINESS CONTINUITY SOFTWARE REPORT 2021-22

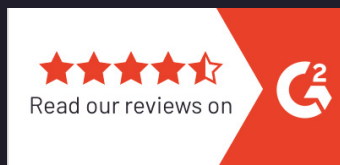
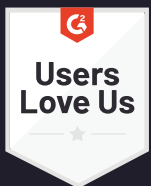
Your North Star for Resilience

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Transform your day-to-day business operations by leveraging the data, process, people, and systems you already have to create a single operating view of your entire organisation within Fusion.



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"It is an agile application so the sky is the limit in terms of designing the tool to meet your programme's specific needs."

BC/IT/CM User of the Fusion Framework System

The past year has brought about a number of challenges for business and operating models, including an increase in remote working and digitisation, and major changes to global supply chains.

Amid the pandemic, the business continuity software market has changed, too. Customers are no longer satisfied with platforms that simply manage the plan lifecycle. Now they want software that helps the business to evolve.

“The business continuity software market needs platforms that will help organisations to continue to grow and evolve with the business. The market is moving toward a model that balances investment on traditional reactive or response planning with a focus on proactive and preventive measures based on risk,” explains David Halford, vice-president of continuity solutions at Fusion Risk Management.

“The pandemic has increased the requirement for a solid resilience and business continuity programme”

“Response to COVID-19 and the impact of the pandemic on business has increased visibility and requirement for a solid resilience and baseline business continuity programme. As a result we’ve seen firms using their Fusion baseline data as a strategic advantage,” he adds. Some examples include being able to analyse work from home data and quickly begin tracking both capabilities and risk items associated with a hybrid work model; and using baseline programme data to understand the potential business impact of decisions made during pandemic response planning.

Engaging the end-user

“Ultimately, organisations are looking for a comprehensive approach to

Business unusual

The past 18 months have accentuated the value of business continuity software. CIR looks at the market during an extraordinary time that brought technology to the forefront of business survival

operational resilience – one that enables better decisions, and makes it possible to deliver a seamless experience in order to drive end-user adoption,” says Paul Gant, head of operations at UK-based software provider, CLDigital.

“At its heart, business continuity management is about understanding how an organisation operates and how its customers’ needs are met. Those organisations that simultaneously take a bottom-up and top-down approach are more in-tune with the relationships and complexities that exist between people, processes, technology, suppliers, and the other assets that power today’s digital enterprise.

“Post-pandemic, the potential value in the detail behind this has expanded. Organisations are looking to understand not just the big picture, but how to operationalise, for example, the granularity behind workstation needs for remote working. This may include understanding VPN needs, printers, headsets and so on, right down the chain.” Software should also help to quantify the security exposures that arise from the practice of remote working itself, he says.

Colin Jeffs, head of business continuity management at Daisy, concurs. He has seen a much greater emphasis placed on understanding business-critical functions. “The one big change we have seen has been a considerable focus on the threat of a cyber breach and the introduction of previously unconsidered risks. Being able to create clear and concise step-by-step playbooks is something that all business continuity software should

be able to do – as is delivering these playbooks to everyone who needs them, via a mobile app,” Jeffs says.

The crisis has forced companies to reconfigure their operations, while simultaneously offering an opportunity to transform them through remote working, analytics and artificial intelligence. Interest in the market is reported across a range of sectors, and financial services in particular.

“Organisations of all shapes and sizes are seeing the benefits of business continuity software – especially during the pandemic when communication and a clear understanding of what is important and what to do in an emergency are of paramount importance,” Jeffs explains.

“There’s no going back. The great acceleration in the use of technology, digitisation and new forms of working will continue. As a result, business continuity software will need to be more diverse in its ability to talk to other systems and pass data to and from them to provide that bigger picture and support true operational resilience.”

This is happening vendor side, too. At Fusion Risk Management, the provider’s flagship Fusion Framework System has expanded to include Fusion Analytics, a capability to improve operational resilience empowering businesses to use data insights, create continuity plans and avoid disruptions by processing large volumes of data and presenting findings with comprehensive visualisations.

“The addition of Resilience Essentials for Work.com on the Salesforce

“With the emphasis placed so much more on data, the age-old need to dismantle departmental silos prevails”

AppExchange provides customers with important insights into site criticality, operational readiness and key risks to help manage a successful return to work,” Halford explains.

And more is on the way.

“Scenario testing will soon be added to the Fusion Framework system, including a library of pre-built scenarios and the capability to create unique scenarios and run tests. Scenario testing will produce a list of risks rated from high to low as another layer for organisations to understand gaps without manual testing and help financial organisations with regulations,” he adds.

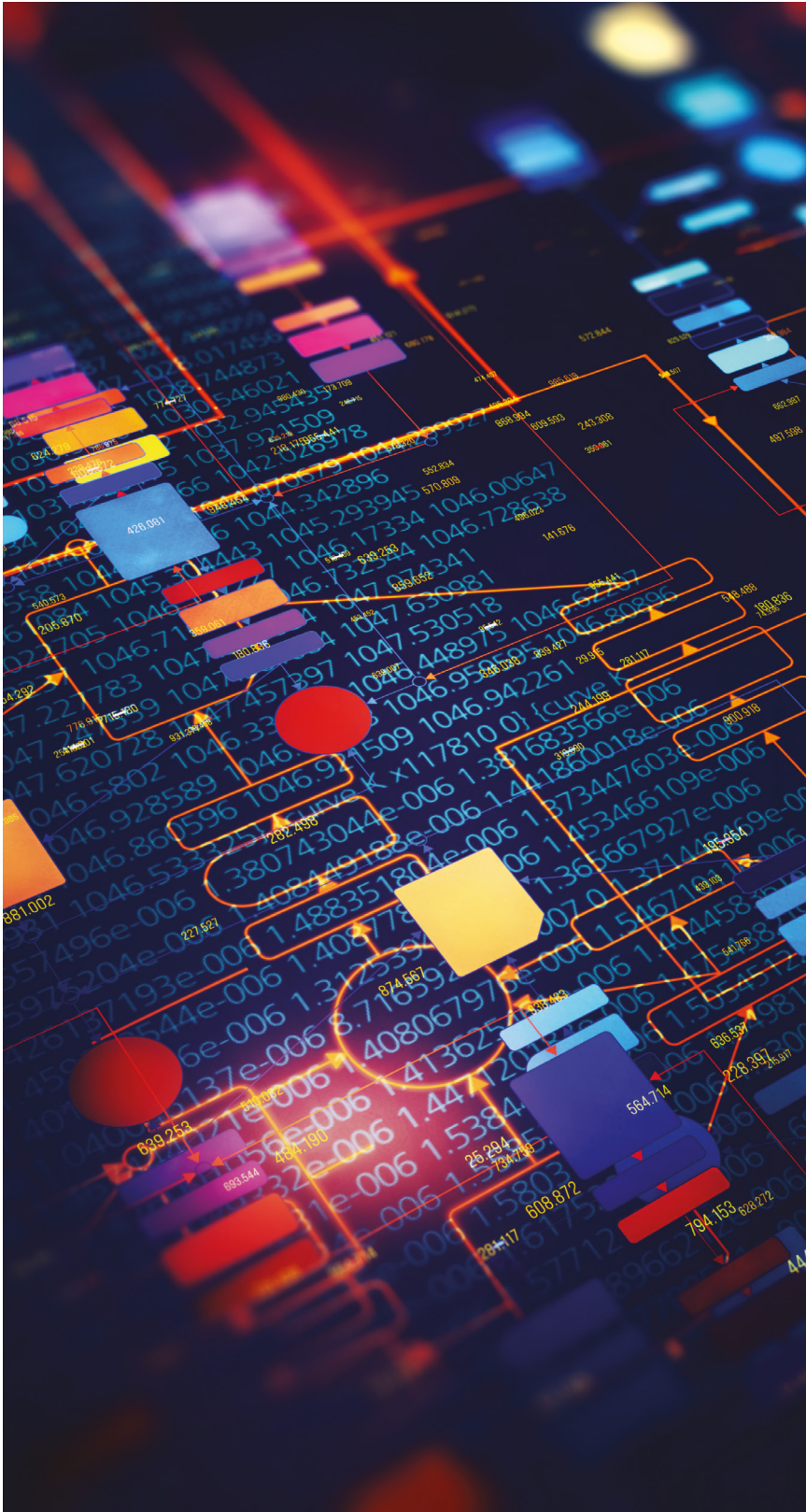
Data, data and more data

With the emphasis placed so much more on data, the age-old need to dismantle departmental silos prevails. Those pockets of data together create an aggregated view that provides critical insights on how an organisation operates by incorporating strategy, people, process and technology.

“The most forward-thinking organisations are connecting business continuity, ITDR, crisis and risk by creating one, clear model of the business resilience footprint,” Gant believes.

Post-pandemic, building a risk-aware organisation is now a central focus.

“We will continue to see enterprise-wide initiatives focused on operational resilience. Executives will continue to see value in programmes providing value to their customers and stakeholders resulting in key growth opportunities for risk and resilience executives who drive these types of initiatives,” concludes Halford.



From recovery to resilience

The rapid development of information technology over the past half-century enabled unprecedented global economic and business growth. Systems grew more sophisticated, interconnected and vulnerable to disruptions. In turn, these developments have necessitated the concurrent development of more advanced contingency planning. Early on, these were known as disaster recovery programmes. In the early days, business continuity resided in its own silo mainly to meet regulatory compliance.

Over time, the concept of operational resilience matured into consideration of much more than just keeping the lights on. It has evolved to include the effects of a business disruption on employees, customers, suppliers and stakeholders – the operating ecosystem of enterprise. Today’s successful resilience programmes are found in organisations with a strong culture of teamwork, cooperation, self-awareness and shared values.

The pandemic has given executives a whole new perspective on operational resilience. All businesses were required to transform or pivot in some manner – in many cases just to survive. They needed reliable, real-time data, actionable insights and mechanisms for continuous learning to respond effectively in a rapidly shifting situation at every level of the organisation. Undoubtedly, every executive has a profound awareness of the importance of business agility and resiliency.

Building a culture of resilience

Operational resilience is an organisation’s ability to deliver on its promise to its customers, no matter what. It is a connected understanding of your organisation’s operations

A resilience culture has been shown to produce a tangible return on investment, but getting it right requires careful consideration - particularly at a time of great change. Paula Fontana explains how companies can find their own ‘North Star of operational resilience’

that unlocks the ability to deliver on current commitments to customers and evolve with them as circumstances and needs change. It creates an interactive understanding of the day-to-day operating environment that make a business work and identifies where it is prone to breaking. And if it breaks, resilience allows it to be reassembled in new, innovative ways that incorporate lessons learned, resulting in better forward service for the customer and community.

How does an organisation build a culture of resilience? How does it create a culture that is embraced by its directors, executives, workforce and customers?

It starts with building relationships and speaking the same language. This is a brand-defining moment for many organisations, requiring agility that empowers an organisation to adapt quickly in changing times. It looks to break down the departmental “silos” that impede communication and cooperation within the organisation.

“The pandemic has precipitated a whole new perspective on operational resilience”

Operational resilience is more than just checking the box for regulatory compliance. It is a culture that does more than just respond to disruptions. Resilience helps organisations make informed decisions, in the face of events both anticipated and novel. It is proactive, not reactive. It is planning for the severe, but plausible events – a

health crisis, a catastrophic supply chain disruption, a large-scale climate emergency – but also the layering of the everyday ones.

Eight practical steps to building a more risk-aware and resilient culture

Aligning your cultural resilience programme to customer outcomes, company mission and executive priorities takes time and effort and it truly takes a village. Each stakeholder will have different ideals and each stakeholder may be looking to get something different out of the programme.

Following are eight steps that executives and managers tasked with leading organisational resilience should take to create cultural excellence:

1. Learn what is critical to your customer and how your organisation delivers it

Who is your customer? What do they buy from you? What is the impact of your service or product? What is its mission, goals and core values? What is the organisational chart, what are the everyday relationships that influence its direction? How are decisions made? What are the biggest challenges facing the organisation and what is the strategy for dealing with them? Learn the culture and operate with the culture before seeking to transform the culture.

2. Connect resilience to your strategic priorities as a business

Understand what dynamics are shaping your business today and the evolving set of

strategic priorities informing response. Map how your risk and resilience efforts can advance these initiatives faster, more efficiently and with better results. By knowing how your organisation works, how it breaks, you also understand how to put it together in new ways, fuelling innovation and greater efficiency.

3. Readjust priorities Regulatory compliance, the traditional basis of resilience, is important, but operational resilience should not view compliance as the aspirational outcome. Building more risk-aware and resilient operations is simply good business, ensuring you are able to deliver to customers while building for customers of tomorrow.

4. Expand and deliver the value perception View risk-aware and resilience culture as an organisational asset, not a liability. Operational resilience is the engine of insight – keeping your business in business. Resilient operations are fundamental to the customer experience – helping companies retain customers, win new customers, expand markets and leverage new technology, to name a few. Instead of being perceived as a cost centre, the resilience operation creates value for the company.

5. Integrate into the strategic decision process Operators leverage their understanding of organisation's key strengths and potential liabilities to provide real business value. The most effective resilience programmes operate at the business strategy level.

6. Make resilience everyone's role Teams take ownership for what they help create. Resilience leaders will benefit from engaging as many people as possible throughout the organisation and beyond – including customers,

vendors, advisors and outsourcing providers. By investing time, canvassing views and building with the wider group, you will drive risk-awareness and resilience at new scale.

7. Measure your progress Measure things that matter. Metrics make things real. Business needs to know what to focus on and prioritise, regardless of their role in the organisation. Identify your most critical risks. Outline how the organisation is preparing. Signal what needs attention now. Highlight key learnings as you evolve your response. Despite the best preparedness efforts, disruption will happen. Effective risk and resilience leaders do not sweep disruption under the rug but identify gaps and optimise over time.

8. Communicate Frequent, concise communication is critical to the credibility of an organisational resilience plan. But constant, efficient interactions on the things that matter involve others and leave a positive impression of the effectiveness and efficiency of the programme. Consider leveraging corporate social networks such as Chatter or Slack and other tools to establish a regular exchange of progress and insight.

The ancients followed the North Star. The development of a resilience culture can be today's North Star for organisations – delivering continuity of business operation, business expansion and operational optimisation.

A resilience culture will produce a tangible return on investment, including:

Real-time risk-based decisions
When you free insights that were stuck in siloed systems, spreadsheets and documents, that data can now be leveraged to create a single operating view of the entire organisation.

Improved prioritisation
Better understanding of what matters eliminates redundancy, streamlines your business and simplifies your operations by understanding the dependencies and critical elements of every process.

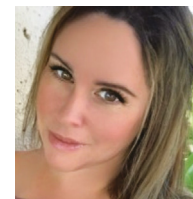
Improved risk mitigation
Building a more risk-aware and resilient culture helps you more closely monitor signals in your operating environment – market, regulatory, competitive, third party, finance, operations – enabling you to take a proactive approach in resolving issues before they become a crisis.

More efficient and effective teams
Through more risk-aware and resilient operations, you gain an understanding of the current level of utilisation, where teams are bogged down, processes that need more investment, or where approaches can be consolidated. Your team benefits from clarity on single points of failure and course-correct before it's too late.

The pandemic has taught us much about the importance of operational resilience. Technology is an essential tool in your culture transformation efforts. Organisations that were caught unprepared by the recent global crisis are newly focused on the importance of building risk-aware and resilient operations.

Get started on your resilience journey today with Fusion.

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Paula Fontana
senior director of
product marketing
Fusion Risk
Management

THE FUSION FRAMEWORK SYSTEM FUSION RISK MANAGEMENT



The Fusion Framework System, this provider's flagship platform, is an operational resilience, business continuity, and risk management software solution that provides a data framework, insights, and personalised toolsets to help organisations become more risk-aware and prepared for any situation.

The structure of this tool eliminates the need for separate modules across resilience and risk management, allowing users to operate integrated programmes based on common foundations, providing greater adaptability, agility and organisational resilience.

As a Leader in The Forrester Wave for Business Continuity Management Software, Q2 2021, Fusion offers visual and interactive ways to analyse every aspect of the organisation so users can identify single points of failure, key risks, and understand how to mitigate impact.

The platform also allows organisations to map critical service and product delivery processes as they actually are.

A governance and management component offers configurable reference data taxonomies, libraries, and scoring methodologies; customisable workflows, approvals, and notifications to automate administrative tasks.

A predictive risk analytics component features tolerance-based metrics and configurable thresholds that drive automated notifications, alerts, reports, and feed into dashboards. Complex data interrogation is available with the capability to organise and analyse large data sets, and to generate holistic aggregated results and risk profiles.

The Fusion Framework's integrated capabilities paired with intuitive functionality helps users build and execute risk and impact assessments, conduct exercises to

evaluate organisational preparedness and response, set and maintain impact tolerances, visualise upstream and downstream dependencies, and understand how to deliver products and services more efficiently.

For reporting, this product boasts a range of functionalities, metrics, and dashboards to provide management visibility with a high degree of configurability.

These capabilities are extended through their new platform capability, 'Fusion Analytics', which processes large volumes of data and presents findings with advanced visualisations, charts, and dashboards.

For scenario analysis, walk-throughs, tabletops, and simulations support users in the management of actual crisis events.

This product also includes pre-built integrations that allow for bi-directional integration of modules and data sources for emergency notification systems, situational intelligence, configuration management databases, and more.

High-specification security and mobile functionality are built-in to this product.

Fusion meets you wherever you are on your journey for more resilient operations.

- Map critical service and product delivery processes as they actually are
- Leverage objective risk insights that help you audit, analyse, and improve your business operations
- Plan, orchestrate, and measure risk management and resilience activities with confidence
- Leverage automation to reduce the burden of manual, time-consuming, repetitive tasks, freeing teams for higher value activities
- Facilitate scenario rehearsals including user assignment, communications, and measurement
- Observe progress and improve over time

Get started on your resilience journey today with Fusion. Visit fusionrm.com

AGILITY CENTRAL AGILITY RECOVERY

Agility Central is a cloud-based business continuity suite that helps companies plan, train, test, alert and recover. From one central hub, this platform offers multiple planning and incident response tools that work together including Planner, Incident Manager, Testing, Training and Alerts tools. With this tool, users can access a BC training centre, document storage, tabletop testing templates, emergency messaging, a business continuity planning platform, advisory services and workspace recovery. The Planner tool integrates with Agility Central's DRaaS and cloud solutions, guided tabletop exercises and Alerts and Incident Manager products. An embedded consultant guides users through the plan creation process with templates for risk assessments and business impact analyses.

agilityrecovery.com



CASTELLAN SOFTWARE SUITE CASTELLAN SOLUTIONS

The Castellan Software Suite is designed to solve operational resilience, BC, crisis management and emergency notification challenges in one centralised location using SaaS-based automation and intelligence. This tool helps users demonstrate alignment with leading practice as well as regulatory requirements. Available in a wide range of languages and supported 24/7/365 globally, Castellan features a 'business model definition' tool, through which users

can create a consolidated data model, from supplier to customer, that enables preparedness and a timely response to disruptions; automation and integration, so users may automate manual tasks and connect to golden source data repositories to share information and insights; and secure access via a cloud-based architecture which enables rapid deployment and promises seamless scaling.

With this tool, users can achieve operational resilience by identifying their most critical products/services and impact tolerance while linking to the end-to-end value chain. Business impact analysis and risk assessment can be carried out to establish BC requirements, document dependencies and highlight vulnerabilities. An exercising tool helps users practice, create confidence and flag opportunities to improve response to disruption. With its reporting capabilities and dashboards, key performance and risk indicators can be summarised with meaningful scorecards and visual dashboards. The tool performs gap analysis to help identify misalignments between BC requirements and capabilities, missing capabilities and corresponding impacts. For compliance, users can understand where capabilities and controls fall short of policies, SLAs, regulatory requirements and standards.

Castellan helps users to collaborate and coordinate effective response to disruption with situation reporting, plan activation and visual representations of the response; and an emergency notification function supports users with continuous communication capabilities.

castellanbc.com

CL360 CLDIGITAL

This solution offers a flexible and customisable BCM tool, supporting the full spectrum of BC management needs as well as a range of best practice standards (eg. ISO 22301). Features include a drag-and-drop facility allowing for live data to be pulled from the platform and presented in the output document of choice (typically Word or PowerPoint). Other features include sophisticated workflow and approvals, an unlimited number and types of dependencies, in-depth analytical capabilities for presentation in dashboards and/or management reports, a rules engine for triggering notices and warnings of non-compliance, and deep software integration capabilities through a data manager and RestAPI. This tool can be used as an out-of-the-box template and/or customised to highly specific needs. This customisation can range from the most straightforward of changes in screen layout to the addition of highly specific new functionality for individual user requirements. For larger corporates, this tool can be expanded to address the full range of enterprise risk management requirements.

cldigital.com

INONI ADVANCE INONI

Inoni Advance is a SaaS BC management system for SMEs that delivers BIA, risk assessment, planning, validation and maintenance in a single, integrated package. The system is designed to support organisations' alignment or compliance with the international

standard ISO 22301, but also assists in other aspects of best practice, including resilience, crisis management, ITDR and light-touch enterprise risk management. The product supports organisational individuality and expressions of risk appetite and tolerance to loss and the latest finance sector reporting requirements.

This product delivers materials that are practical and useful in a major disruption via mobile devices, online and physical cards. It also satisfies the peacetime requirement for detailed documentation for training, audit and compliance. Integral to the Advance software, the provider's approach draws on familiar organisational structures to facilitate design, delivery and inbuilt training, stimulating interest and engagement, improved capability, stronger linkage with other risk disciplines and requiring less user time.

inoni.co.uk

PARASOLUTION PREMIER CONTINUUM

ParaSolution addresses the entire BCM lifecycle. Bidirectional data connectivity connects the tool to multiple data sources throughout the client's organisation and makes the ParaSolution-processed data available in that organisation's data analytics and reporting tools. Modules include Business Continuity, IT Disaster Recovery, Risk Management, Vendor Risk Management, Emergency Plan Management and Standards Conformity (ISO 22301 and 27001) and Governance.

The tool includes BIA, risk assessment, plan development and

activation, exercises, as well as crisis and incident management. A notification component allows users to reach internal and external stakeholders via voice, SMS and email. ParaSolution comes with standardised approaches, based on industry best practices such as ISO 22301 and BCI Good Practices. All the tools are configurable and adaptable to the user organisation's strategic objectives, culture, language and structure. The software leverages existing data by automating imports from virtually any and every possible data source.

Easy to capture forms, roll-ups and dashboards provide current state of readiness and requirements; while contact information and gap reports enable informed decision-making. ParaSolution is developed continuously by an in-house team, and tested by expert BCM consultants and trainers.

This tool is in use in large and small organisations across financial services, energy, healthcare, manufacturing, technology and the public sector – globally. It is available online and through a mobile app.

premiercontinuum.com

PDRWEB SERVICES CONSEILS RDI

PDRWEB can be tailored to suit a range of users, from SMEs to large multinational organisations. It features a dashboard showing the status of different plans, BIA progress, plan maintenance and status, 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 BC and DR 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 activities. It can also link multiple plans and produce dependency mapping. Users can also opt to 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. Services Conseils also offers an integrated notification module. PDRWEB uses advanced AI-generated encryption methodology.

rdiinc.ca

REALBCP REALCGR

RealBCP is an integrated BC management system. The tool's crisis management module allows crisis-specific responses. Features include integrated continuity intelligence, a crisis-specific response system, a risk assessment and BIA module, three-level testing, a prevention module and document storage (with metadata).

realcgr.com

RECOVERYPLANNER AGILITY RECOVERY

RecoveryPlanner, now owned by Agility Recovery, allows personnel across different functions and on each level of the organisation to contribute and participate in any part of the

BCM lifecycle, crisis, or an incident response to address operational resiliency.

This tool standardises and integrates BC programmes, including BIA, risk assessment and mitigation, plan development and maintenance, exercises, incident management, emergency communications, third-party management and compliance. With this product, users can create and activate as many plans and scenarios as desired using out-of-the-box templates, industry specific content, or one's own.

RecoveryPlanner's virtual command centre is an interactive crisis management tool that activates plans, providing relevant information in the form of interactive playbooks; and facilitates collaboration and communication.

The tool tracks, monitors and reports on incidents and exercises in real time. Its automated features, flexible permissions and simple licensing allow for as many people and plans to be included in the programme and response as needed, including third parties and the supply chain. Users can manage the programme or incident with hundreds of default or custom-created reports.

Dashboards provide quick insight into a programme, exercise or incident. BCM frameworks and regulation compliance status can be tracked in the compliance area. Even without an internet connection, the cloud-based RecoveryPlanner software and native mobile app ensure plans are available so that users can manage and participate in incidents and crisis communications.

The app is available in both iOS and Android. The RecoveryPlanner system

is designed to support localisation and is provided in a variety of languages that can be switched easily. Live RecoveryPlanner Help Desk support is available in all time zones and in multiple languages, including live support and professional services available from the UK, Middle East, Australia and the Americas. Public and private organisations of all sizes and around the globe use RecoveryPlanner. This provider also offers integrated continuity consulting services.

agilityrecovery.com

SENTINEL YUDU SENTINEL

Sentinel delivers collaboration tools and shares critical documents for crisis response teams and key stakeholders. A suite of app, cloud and telephony tools are designed to always be available, accessible and secure.

A dashboard can be accessed from mobile/desktop/tablet via web browser with the option of app access. This cloud-based tool offer mass alerting and two-way comms via multiple communication channels, including text, email, in-app and voice. The tool allows users to create broadcast groups, add templates, and view sent/received/responses.

'Chat channels' promise secure instant message groups. A hotline can be set up to provide voice message updates using pin protection. A speech to text facility with AI translation into 23 languages is offered. With this tool, users can create a secure conference call; recipients can join from landline, mobile or desktop.

yudu.com/sentinel

SHADOW-PLANNER DAISY CORPORATE SERVICES

Deployed by SMEs and enterprise customers, Shadow Planner is a SaaS-delivered modular based BC and operational resilience management tool designed to make easy work of managing BC and operational resilience programmes of any size. Its BIA module features a powerful dependency mapping tool giving real time gap analysis, whilst the BC planning module allows users to create step by step playbooks for any given scenario using a simple 'when, what, who and how' approach. A testing and exercising module aims to make easy work of scheduling and reporting on tests and track actions and issues, including from live incidents. If an incident was to occur, this product's own mass communication module allows BC and crisis managers to send out emergency communications via two-way email and SMS using either pre-defined messages or those created at the time of an incident. In addition to this, a mobile app puts critical information such as playbooks and contact information in the hands of those who need it, when they need it.

dcs.tech

[ALIVE IT] CONTROLLIT

[alive-IT] helps users automate the BCM and ITSCM lifecycle. The tool is continuously developed in-house, and has been in use across multiple industries since 2000. [alive-IT] was developed for the planning and management of emergency situations.

control-it.de/en/home-en

Features	Fusion Framework System	Agility Central	Castellan Software Suite	CL360	Inoni Advance	ParaSolution
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	•	•		•		•
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		•	•	•		•
Published APIs for data interface	•		•	•	•	•
Remote hosting				•	•	•
SaaS option	•	•	•	•	•	•

PDRWEB	RealBCP	RecoveryPlanner	Sentinel	Shadow-Planner	[alive-IT]	Features
•	•	•		•	•	Plan navigator
•	•	•		•	•	Dependency mapping
•	•	•	•	•	•	Graphical call list
•		•	•	•	•	Location resource manager
•	•	•		•		Recovery site layout planning
•	•	•	•	•	•	Reports - preformatted
•		•		•	•	Reports - own build
•	•	•		•	•	Process modelling capabilities
•	•	•		•	•	Technology modelling
•	•	•	•	•	•	'What if' analysis
•	•	•		•	•	Data collector
•	•	•			•	Automatic analysis
•	•	•	•		•	Simulation capability
•	•	•	•	•	•	Dynamic updating from database
•	•	•	•	•	•	Education and training
•	•	•	•	•	•	Test and exercise
•	•	•			•	Test scripting
•	•	•			•	Dynamic incident management
•	•	•	•		•	Dynamic question setting/reviews
•	•	•	•	•	•	RTO/RPO desired/actual analysis
•	•	•	•	•	•	Standards compliance
•		•				Integrates with GIS mapping
•	•	•	•	•	•	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
•	•	•	•	•	•	Published APIs for data interface
•	•	•		•	•	Remote hosting
•	•	•	•	•	•	SaaS option

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The Fusion Framework System, this provider's flagship platform, is an operational resilience, business continuity, and risk management software solution that provides a data framework, insights, and personalised toolsets to help organisations become more risk-aware and prepared for any situation.

The structure of this tool eliminates the need for separate modules across resilience and risk management, allowing users to operate integrated programmes based on common foundations, providing greater adaptability, agility, and organisational resilience.

Fusion offers visual and interactive ways to analyse every aspect of the organisation so users can identify single points of failure, key risks, and understand how to mitigate impact. The platform also allows organisations to map critical service and product delivery processes as they actually are.



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Castellan is the coming together of industry innovators Assurance, Avalution, BC Management, and ClearView to form one powerhouse provider that can meet the needs of organizations large and small.

Castellan's software brings every aspect of business continuity and operational resilience together in one place, offering the first integrated solution that allows management of both these related areas.

With Castellan you're not just buying software, you're gaining a partner who will support you every step of the way. Fast, friendly, and human, Castellan will help you identify the right balance of risk tolerance and resilience for your unique organization.

Goodbye, uncertainty. Hello, confidence.

Castellan's SaaS solution brings every aspect of business continuity and operational resilience together in one place, so you can stop hoping and start knowing.



Now you're ready...



The Business Continuity
Operating System



Business, Interrupted
Podcast



Learn more at
castellanbc.com

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