

Phoenix Shadow-Planner: Overview

Phoenix Shadow-Planner is an award winning business continuity management software solution designed to meet the ever changing needs of today's busy organisations.

Designed to aid businesses in developing a comprehensive and practical business continuity management plan as simply as possible, the Software-as-a-Service tool has become renowned in the business continuity industry as a pioneering, automated software utility that helps organisations of all sizes achieve strong and effective business continuity plans that are continually reviewed, updated and easily maintained. Phoenix Shadow-Planner has been proven to streamline structured Business Continuity Management to make it quicker, more efficient and cost effective. Organisations in the financial services and public sectors and others in regulated industries have used Phoenix Shadow-Planner to help comply with business continuity standards such as BS25999 and other specific codes of practice.

Phoenix Shadow-Planner is exceptional in its ability to help all organisations understand and implement good practice in their business continuity provision.

Overview

Phoenix Shadow-Planner is a suite of software that has been specifically designed to make business continuity work for your business. Whilst you can't prepare for every disaster, your business can take the proactive provisions needed to ensure that you have a comprehensive, up-to-date and flexible business continuity plan in place that is easily accessible and keeps your organisation and staff operating as business as usual in any eventuality.

Based on a powerful and proven methodology, stored on a database and accessible through almost any Web browser, Phoenix Shadow-Planner not only helps professionals to develop business continuity plans but also enables your organisation to identify its critical processes and determine recovery time objectives based on corporate recovery policies and business impact assessments.

Whether it is to be used in an enterprise of 50 or 500,000 people, Phoenix Shadow-Planner's easy to use interface and simplified navigation has the ability to scale up or down according to the business demands. Giving you the flexibility to access plans in a preferred format and language whilst on the move requires minimal specialist training so that employees from across the company can manage and tailor the software to suit their organisation. Engendering a business continuity culture throughout the organisation, subject matter experts across the organisation can actively contribute to and become involved in maintaining the plan; ultimately relieving the pressure on the business by breaking down complex and detailed plans into manageable chunks, which are periodically reviewed and maintained by the appropriate subject matter experts and other contributors.

Managed Hosting & Cloud Services

Business Continuity & Disaster Recovery

Managed IT Services

Networking & Unified Communications

Professional Services

Product Supply



“The strength of Shadow-Planner is in its ability to make things as easy or complex as the organisation wants - it is extremely configurable”

Stuart Dunsmore Director International BCM & Physical Security Commerzbank AG

With its intuitive, flexible, scalable and powerful design, Phoenix Shadow-Planner has now brought expert continuity planning to new areas of the business and has helped companies across the globe effectively understand and manage their business continuity requirements.

Phoenix Shadow-Planner consists of four key modules:

- **Business Impact Analysis:** a recognised GAP analysis tool helping you identify and quantify vulnerabilities by analysing business-critical activities, their dependencies, impacts and recovery requirements over time
- **Business Continuity Planning:** giving you the automation tools to develop and maintain effective and up-to-date continuity plans that are available on demand
- **Communications:** providing powerful integrated Incident Management and Notification tools to ensure effective communications during times of crisis and rehearsal
- **Mobile:** access your business continuity plans and crisis management contacts on the move - whenever, and wherever you are



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The benefits of Phoenix Shadow-Planner

Financial

- **Hosted Software-as-a-Service** – allowing predictable budgeting, minimal set-up costs and no additional strain on IT resources
- **Proven Return on Investment (ROI)** – an accurate, tailored ROI calculation can be provided to demonstrate how your business could save thousands of pounds
- **Minimise costly downtime** – detailed analysis of the effects downtime will have on the business and how to remediate them quickly and efficiently

Technical

- **Intuitive interface** – easy to use with simple navigation ensuring that all employees will be able to access, contribute to and reap the benefits of the tool
- **Task Management** – automatic email notification and reminders of outstanding actions and updates ensures the plans are maintained and current
- **Enterprise level security** – run on a virtualised platform, all data is protected by highly resilient and configurable security policies

Flexible

- **Scalable** – ability to scale up or down according to the business size and demands
- **Multi-lingual** – users have the ability to set their individual language preference, which is applied to all of their Shadow-Planner communication whether it is the user interface, email notifications, working documents or the online help text
- **Targeted Communications** – unique Perspective filtering feature allows message recipients to be accurately targeted with, responses being tracked and viewed in real-time

Accessible

- **Browser based** – Entry via a web browser to ensure business-wide deployment and continuous access to the platform
- **Enhanced Communications capabilities** – Call Notification and Mass Emergency Messaging functionality with response tracking ensures coherent and co-ordinated communications during an incident
- **Mobile** – access BC plans on the move wherever and whenever needed, via a mobile or tablet device

Practical

- **Time Management** – update the plan throughout the year by breaking down complex and detailed plans into manageable chunks, saving valuable time and resource
- **Regulatory Compliance** – responsibilities, dependencies and tasks are all monitored and audited to ensure that business continuity plans are kept relevant and up-to-date and to help deliver a quick and easy route to business continuity certification
- **Phoenix Business Continuity Services** – whether it is risk analysis or assistance in developing the plan through training, testing and rehearsals, Phoenix has the expertise to help deliver effective business continuity planning

About Phoenix

We take a business-led approach to align your business needs to the right IT solution, enabling you to drive innovation and improve service, at a lower cost and with reduced risk to operations. You can choose from individual services or a complete approach: Managed Hosting & Cloud Services; Business Continuity & Disaster Recovery; Managed IT Services; Networking & Unified Communications; Professional Services; and Product Supply. Whatever challenge you need to overcome, Phoenix makes it possible.

The screenshot shows an email composition window with the following details:

- To:** Esther Sotcher, Sarah Crump, Clover Jackson, May Filby, James Townley, Hannah Hemmings, Willa Russell, Stephen Chapman, Philadelphia Potter, Thomas Thorpe, Elizabeth Wright, Daniel Briggs, Chaston Grosse, William Burr, Benjamin Blackham, James Brown.
- From:** Drop 'Contacts' or 'Contact Groups' here.
- Subject:** London office flooded
- Event:** Flood at London Off
- Message Type:** Email and SMS
- Delivery Options:** Email Delivery To (Work Email, Personal Email), SMS Delivery To (Work Phone, Personal Phone).
- Importance:** High
- Text Body:** The basement of the London office has been affected by the recent floods. Please do not come to this office today. If you can arrange to work at home or at another office, then please do so. Please respond to this message as confirmation that you have received it, and then inform your manager where you will be today. See intranet for further details.
- Copy To SMS Field:** Flood in London office. Work @ home/other office. Confirm receipt of message. See intranet for further details.
- Character Count:** 111 characters used out of 140.



More Information

If you would be interested in learning more about Phoenix Shadow-Planner and how we can support your business, please contact us.

- **Call +44 (0) 844 863 3000**
- **enquiries@phoenix.co.uk**
- **phoenixitgroup.com/shadow-planner**

