

Phoenix Shadow-Planner: v4.2

Overview

Phoenix Shadow-Planner's pioneering and award winning solution has been developed to streamline a structured Business Continuity Management strategy to make it quicker, more efficient and cost effective for your business. Using a Software-as-a-Service model, you can access the tool whenever you need it and wherever you are, whilst achieving the flexibility required to make the plans work for your business.

Recognised as an industry leader, Phoenix Shadow-Planner has been developed with your business in mind – making the process of devising and implementing a business continuity plan for any eventuality simpler for the whole organisation. With the application's cloud-based access model, and improved mobility capabilities, the existing Business Continuity Planning and Business Impact Analysis (BIA) modules have been further enhanced in Version 4.2 to make them even more user friendly and feature rich than ever before.

For organisations looking to empower their business continuity professionals by giving them a flexible platform which is simple, functional and gives them the control to customise the plans and data to your organisation's individual requirements – Phoenix Shadow-Planner is the solution for your business.

How you benefit

The solution comprises a suite of integrated software modules designed to support the entire Business Continuity Management lifecycle. Whether you need help in Business Impact Analysis, developing a plan or to demonstrate a real Return on Investment (ROI), Phoenix can support you every step of the way. We can help firms of all sizes achieve strong and effective business continuity plans that minimise downtime during disruption, ensuring you can still operate 'business as usual'.

- Mitigate against costly downtime and improve employee productivity
- Accessible always and everywhere - whether from your desktop, mobile or tablet device
- Eliminate risk by having all the data, whether it be plans, contact details or additional documentation, in one place and easily kept up-to-date and regularly reviewed - avoiding data silos and giving appropriate access to all members of staff
- Low cost solution to deploy
- Helps to deliver a quick and easy route to business continuity certification



New and enhanced functionality

Making it easier than ever before to reap the benefits of Phoenix Shadow-Planner, the re-architected and improved software delivers greater scalability, flexibility and usability than ever before. New enhancements and features include:

- Further improved and simplified navigation assists ease of use
- Mass Notification and Message broadcasting and response tracking via SMS and/or email
- Targeted Communications with the unique Perspectives feature, which allows the right people to receive the right message at the right time
- 'A Plan in your Pocket' – accessible via the BlackBerry® PlayBook™ tablet or the new Shadow-Planner Mobile app for BlackBerry® Smartphones
- Multi-lingual and multi-currency search facilities, translations and templates
- Enhanced security checks to access documents and information
- Advanced customisation through 'My Favourites' and 'My Mobile' tabs
- New and enhanced reports including detailed BIA analysis

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Leading the way in Business Continuity Management, Phoenix Shadow-Planner provides a full end-to-end solution to meet all your business continuity needs.

Phoenix Shadow-Planner consists of four key modules:

- **Business Impact Analysis:** a recognised GAP analysis tool helping you identify and quantify vulnerabilities by analysing your 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

Business Impact Analysis

When a disaster arises, you need to know how long it will be before an interruption causes an unacceptable impact to the business, the point at which recovery should be triggered and how long it will take to recover activity – with Phoenix Shadow-Planner's Business Impact Analysis module this information is at your fingertips.

With enhanced functionality to help you identify your business' most critical processes, perform a detailed gap analysis to compare recovery objectives vs. achievable times and identify what processes you need in place, Shadow-Planner puts the control firmly in your hands and ensures that you are fully prepared and efficient.

- With the functionality to manage multiple and concurrent BIA exercises, you are provided with the ability to identify the different processes and their recovery requirements over time for both normal and peak periods of activity
- Customised questionnaires to enable the collection of business process details, process dependencies and business impact assessments
- Improved report layout, and requests for additional information including why a questionnaire has been rejected, gives a full 360° view of your business processes
- Collect and review dependency information for all processes including people, equipment, systems and premises
- Improved GAP analysis – calculate and justify Recovery Time Objectives (RTO) according to policy-based rules and discover where your achievable data and targets don't match up and the knock-on effect on the dependencies
- New RTO and RPO recovery Policies – you define the impact categories and scales and set acceptable impact thresholds

Delivering valuable insight into what you need to recover during an interruption and how to do it efficiently and effectively, the system will advise appropriate RTO's based on corporate recovery policies and business impact assessments - saving valuable time, money and resources.

Business Continuity Planning

What makes Phoenix Shadow-Planner so easy to use and accessible is the basis on which the Business Continuity Plan is developed. In an evolving business, paper-based plans can quickly become out of date or unreliable. Used in organisations across the globe, Phoenix Shadow-Planner removes the need to carry your BC plan around with you as a wad of paper and instead brings all the latest elements online and in one place. Quickly collating all of the information available, Shadow-Planner will ensure your BC plan and all of the things it requires (people, procedures, policies, equipment) are always up-to-date with minimum effort, making you more efficient during a business interruption.

Phoenix Shadow-Planner relieves the pressure of developing the plan in one go by distributing tasks and responsibilities throughout the year, so that the individual elements of the plan can be updated by subject matter experts. You can break down complex and detailed plans into manageable contributions – saving time and resources whilst engendering a business continuity culture throughout the organisation.

- Custom categorisation capabilities give the user greater ability to adapt the data to fit corporate standards
- New 'My Favourites' tab gives you faster access to the tools and documents you regularly use
- Intuitive Interface makes it easy to use, even on an occasional basis, by personnel with no specialised IT or business continuity knowledge
- System-generated reminders and automatic escalation using workflows to ensure the BC plan is kept up-to-date, with an audit trail to demonstrate compliance
- Flexibility of customised reports using pre-installed templates makes it easy to tailor output to the organisation's requirements
- Improved import and web services functionality makes it easier to integrate, synchronise and maintain data from other sources, typically from the HR, CRM or asset management systems
- One-click report generation in a variety of different formats, including CSV, PDF, HTML or XML. The report generation and background processing saves valuable time and enables the manager to continue working while the report runs

Phoenix Shadow-Planner can ensure that users are always presented with the most up-to-date plan and all its associated dependencies whether accessed from a web browser or synchronised onto a BlackBerry® device.



Communications

When a business interruption takes hold, it is imperative to communicate effectively; staff, customers and suppliers need to be kept informed as events unfold and progress should be communicated centrally. Shadow-Planner's new Emergency Notification functionality now provides organisations with powerful Incident Management tools so you can enable two-way communications with large volumes of staff – quickly.

The new Messaging functionality allows bespoke emails and/or SMS text messages to be sent directly from Shadow-Planner to individual contacts and/or contact groups and to monitor their responses from within the Shadow-Planner application, in real-time during the management of an incident as it unfolds.

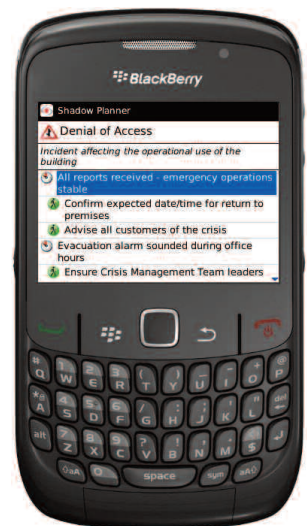
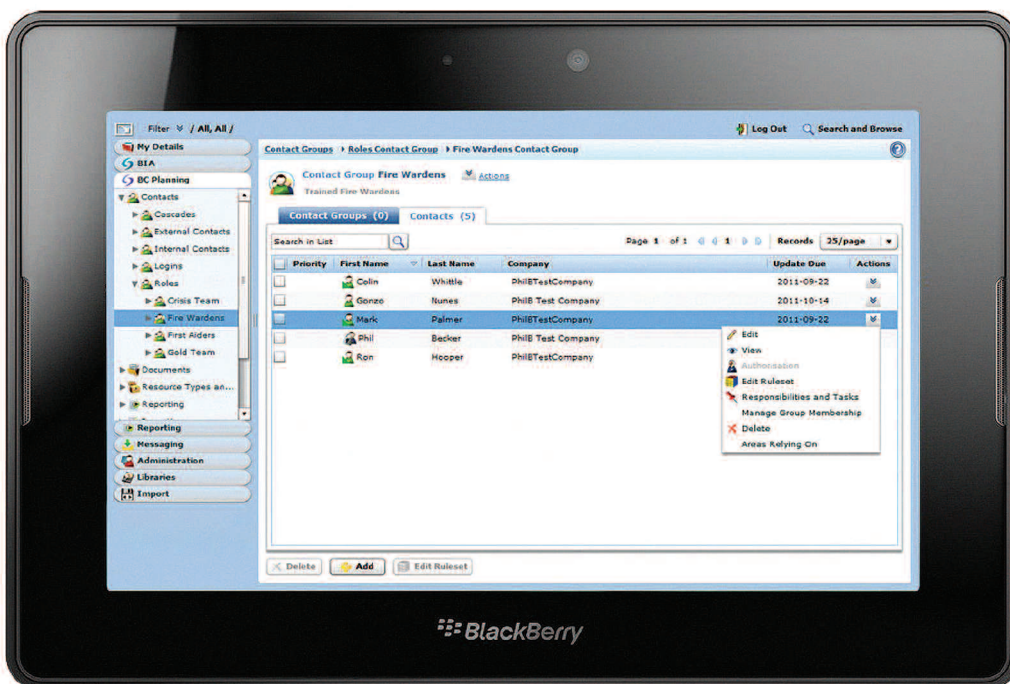
Already subscribed to a third party notification service? The new Shadow-Planner Call Notification module can seamlessly interface to other industry standard notification tools such as iModus, Fact24 and MIR3 – meaning you never miss out. This uses Shadow-Planner's web services capability to integrate contact and group information dynamically into these specialist notification tools and thus ensures the contact data from Shadow-Planner is always synchronised with your notification tool of choice.

Mobile

You can't foresee a business interruption – they can happen in the blink of an eye so your business needs to be prepared and have the ability to access its plans anywhere and at any time. We have made it possible, for the first time, to securely carry your essential business continuity data on the one device that fits neatly into your pocket and is with you 24/7.

The new Shadow-Planner Mobile app for BlackBerry® Smartphones gives you a 'Plan in your Pocket'. By synchronising selective contacts, contact groups and even action plans and supporting documents with your BlackBerry® Smartphone automatically every day or on demand, your BC plan is right in your pocket – meaning you're ready to go in an instant with the most up-to-date plan and information. The data stored on the device is encrypted, PIN-protected and is only accessible via the dedicated Shadow-Planner Mobile app. Not only is it accessible in an instant, but the fact that for the first time selective Shadow-Planner data can be physically downloaded and synchronised to the device, provides accessibility even when mobile and Wi-Fi network access is unavailable.

Phoenix Shadow-Planner is now accessible via the BlackBerry® PlayBook™ tablet device, giving users the ability to do more than just view the plans on the move. Accessible via a Web browser, you have the ability to log in and perform all the same functionality as if you are at your desk – making your business more productive.



“We actively recommend Shadow-Planner to clients of our firm as the preferred choice of tool for BCP. Shadow-Planner was an ideal solution to our BCP requirements and we are glad to have come across it sooner rather than later”

Robert MacKenzie Partner Scott-Moncrieff

“Shadow-Planner has all the functionality which is vital to our global business continuity programme. With outstanding task management functionality it allows our Central BCM team to manage by exception, focusing primarily on data quality management. The ability of the product to automate much of the core functions has reduced the workload of the team and allows focus on other key tasks such as BCM awareness, strategy and testing”

Stuart Dunsmore Director International BCM & Physical Security Commerzbank AG

“The new Shadow-Planner Notification tool is powerful in its simplicity. Other messaging systems we’ve reviewed are far too complex. All you want is a simple communication process and Phoenix have been very careful to preserve this easy functionality. The real advantage is that the Notification and Communication modules are integrated, making Crisis Management much simpler and helping us to resolve incidents faster”

Ian Houghton Manager Continuity & Technology RSA



Managed Hosting & Cloud Services

Business Continuity & Disaster Recovery

Managed IT Services

Networking & Unified Communications

Professional Services

Product Supply

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Message

To: Esther Sotcher; Sarah Crump; Clover Jackson; May Filby; James Townley; Hannah Hemmings; Millie Russell; Stephen Chapman; Philadelphia Potter; Thomas Thorpe; Elizabeth Wright; Daniel Briggs; Chaston Gross; William Burr; Benjamin Blackham; James Brown. Clear

Cc: Drop 'Contacts' or 'Contact Groups' here. Clear

Bcc: Drop 'Contacts' or 'Contact Groups' here. Clear

Subject: London office flooded

Event: Flood at London Ofi **Message Type:** Email and SMS

Email Delivery To: Work Email Personal Email

SMS Delivery To: Work Phone Personal Phone

Importance: High Separate message for each recipient

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.

Verdana 10 B I U http://

Copy To SMS Field

SMS Text

Flood in London office. Work @ home/other office. Confirm receipt of message. See intranet for further details.

111 characters used out of 140.

Legend: Mandatory fields Drag and drop only Please fill in at least one of these fields.

Save Cancel



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ENHANCEMENTS

Phoenix Shadow-Planner v4.2 gives your business greater scalability and functionality, whether you have 50 employees or 500,000. With improved search functionality, an enterprise level infrastructure and real-time analysis, Phoenix has taken Shadow-Planner to the next level to support for all aspects of the BCM Lifecycle.

Perspectives

Shadow-Planner's unique perspectives/filter feature allows you to set the boundaries for communications and assign security profiles and access to documents dependent on your role within the organisation and location. The perspectives feature makes it possible to group members of staff into contact groups dependent on your corporate structure including department, business team or location, as well as giving you the flexibility to create and manage your own crisis management groups and contacts.

In times of crisis it is vital to communicate plans and actions effectively and efficiently; you now have the ability to target message recipients accurately and receive real-time responses via SMS and/or email. There is no longer the need to 'blanket-message' the entire employee base – you become more efficient and focussed, ultimately reducing downtime and increasing productivity amongst members of staff.

Return On Investment

With our expert consultants, we can work alongside you to provide an accurate, tailored ROI calculation to demonstrate how your business can save thousands of pounds by using Shadow-Planner. With a few clicks of a button, your current business continuity processes can be analysed to reveal the time and cost inefficiencies that you are plagued with. Measure this against the time and cost savings you could make and Shadow-Planner becomes the only solution.

Customer Support

If you are operating as an 'always on' business then so are we! Support is available to customers via our help desk – helping you to resolve all your business needs. We also offer a full back-up service customised to your businesses needs so your data is fully backed up and replicated remotely to secure offsite locations, helping to recover your business quicker and achieve your RTO.

Standard vs. Enterprise

To provide choice and flexibility, Phoenix Shadow-Planner v4.2 is available in either Standard or Enterprise edition. Whether your business has 50 employees or 500,000, we have a solution to fit your needs and would be happy to discuss in more detail the functionality available.

Shadow-Planner Enterprise version contains additional functionality that would typically be required by the larger, multi-national companies. Functionality includes:

- Automatic workflow tasks and audit trail for the approval of document content
- Ability to synchronise with external data sources via Web Services
- Customisation of terminology on-screen via the user interface
- Ability to reference translated documents in different languages
- Premium support service

Summary

Running on a state-of-the-art platform to deliver faster response times, greater scalability and the ability to support large numbers of concurrent users, Phoenix Shadow-Planner v4.2 is there for businesses to address today's challenges. The award-winning SaaS solution can help businesses of all sizes devise plans that add real value to their contingency planning, ensuring they can continue to work how and where they want, no matter what the disaster.

Working alongside industry bodies and experts, Phoenix Shadow-Planner v4.2 helps to ensure that the organisation's business continuity plans, along with all the accompanying contacts, procedures and policies are kept relevant and up to date - delivering a quick and easy route to BS25999 certification and saving valuable time.

With the ability to find what you need in fewer clicks and update records quickly, Shadow-Planner gives the organisation time to concentrate on achieving its business continuity objective and, ultimately, peace of mind.

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.



More Information

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

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