CIR ∫ **BUSINESS CONTINUITY AWARDS 2017**

8 JUNE 2017

London Marriott Hotel
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WINNERS' REVIEW

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Celebrating achievement in the sector

This years winners are

Resilient Workforce Award
WINNER: Medical Research Council

DRaaS Award
WINNER: Daisy

Cloud-based Services
WINNER: IT Specialists (ITS)

Transformation Award
WINNER: Barclays

Global Award
WINNER: Estmrarya Management Consulting

Best Contribution to Continuity & Resilience
WINNER: Sungard Availability Services

Most Innovative Product of the Year
WINNER: Send Word Now

BCM Planning Software of the Year
WINNER: ClearView Continuity

Resilience in Infrastructure and IT Service Delivery
WINNER: Sungard Availability Services

Initiative of the Year
WINNER: Deutsche Bank

Strategy through Partnership
WINNER: The Church of Scotland & CSRR

Strategy of the Year
Sponsored by Sungard AS
WINNER: SWIFT
Highly commended: Merseytravel & St. Helens Council

Most Effective Recovery of the Year
WINNER: The London Metal Exchange

Specialist Company of the Year
WINNER: Harwell Restoration

Team of the Year
Sponsored by Daisy
WINNER: Marks & Spencer

Public Service Manager of the Year
Sponsored by Clearview
WINNER: Carl Mayfield, Risk & Business Continuity Officer, Milton Keynes Council

Advisor of the Year
WINNER: Charlotte Thompson, Senior Manager, Regester Larkin by Deloitte

Newcomer of the Year
WINNER: Timothy Dalby-Welsh, Senior Consultant, Needhams 1834

Lifetime Achievement
Sponsored by Daisy
WINNER: Mike Osborne

Manager of the Year
Sponsored by Sungard AS
WINNER: Sean Deadman, Resilience Manager, Barclays

DRaaS Award

Steve Turner, Associate Publisher, CIR Magazine; Michael Dale, Product Director – Availability, DRaaS & Storage Solutions, Daisy; pictured with host Mark Watson

Winner Daisy

The judges said: Daisy has shown that it can protect services on premise, in the public or private cloud, protect and recover legacy technology – even for the most critical business functions – and deliver integrated services that meet all of a customer's specific RPOs and RTOs across their business.

About: Digital businesses need constant engagement with their customers. It is no longer tolerable for application services to be down. While it may cause no significant damage to be down for a short while, businesses increasingly demand 'always-on' availability. Daisy'sc scalability and flexibility means it can protect services on premise – in the public or private cloud, or a combination of the two. It is able to protect and recover legacy technology, helping to deliver integrated availability services for complex hybrid environments that meet even the most demanding RPOs and RTOs. Then Daisy is able to recover them on premise, to private or public clouds, into its business continuity infrastructure of 18 business continuity centres or via its mobile fleet to any location throughout the UK. Daisy's cloud and virtual platforms mean it can scale from the smallest business to the largest enterprise. Its largest customer has data volumes of 100TBs with 300 servers across
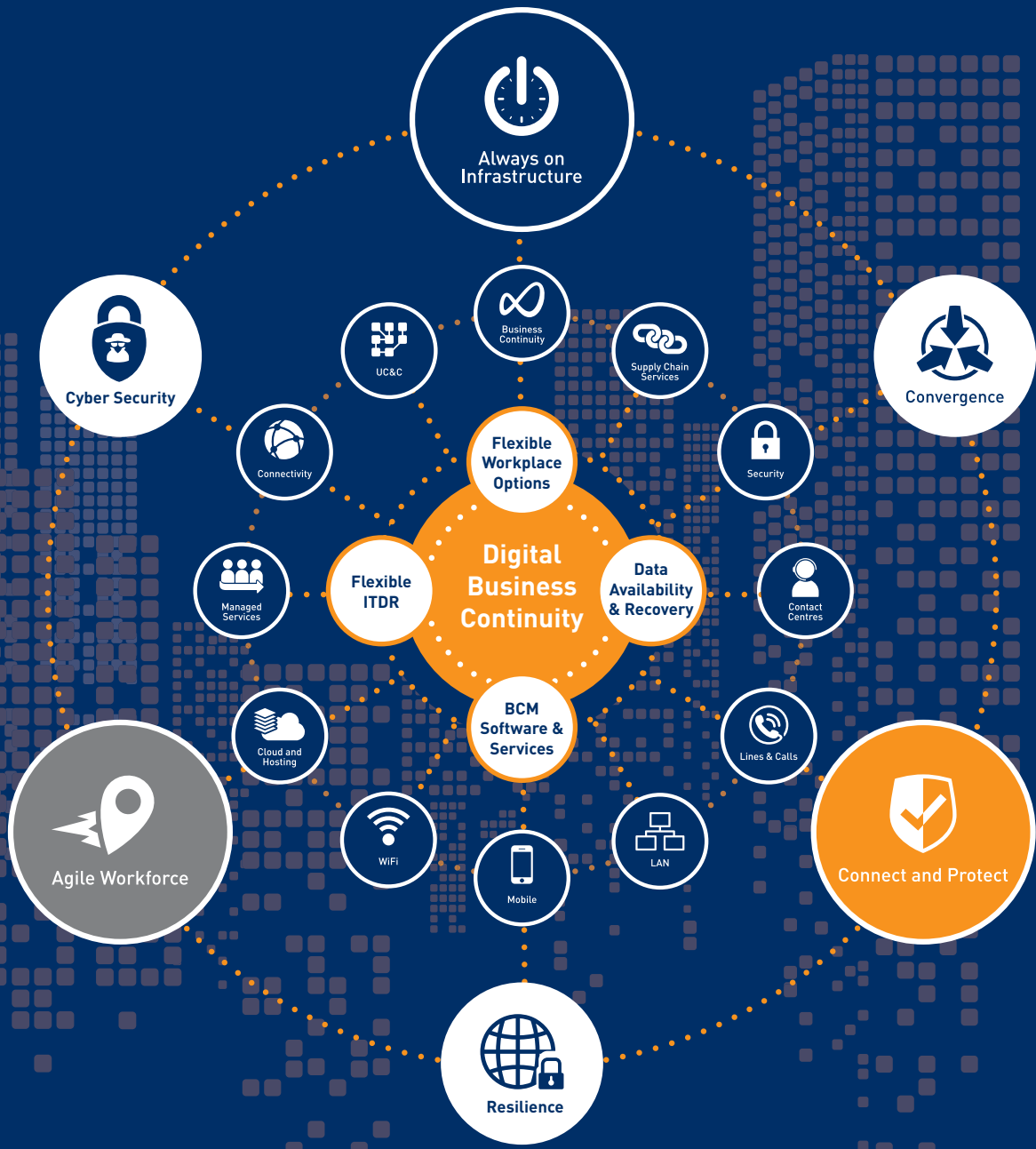
mixed Microsoft and UNIX estates; its smallest has four servers and 350GB on Microsoft Windows. "Taking this award is a real achievement for Daisy and it clearly shows that our current offering delivers assurance and secure data recovery for our customers today," said Availability Services Director at Daisy, Andy Dunn. "Our experience and capability provides a perfect foundation for development of new solutions in the ever changing data availability and recovery markets. For us and our customers, that development is hugely important. As the digital transformation of business continues, the impact of data growth and dependency on that data will need to be managed. As a leading recovery and continuity business, Daisy is taking the lead in developing DRaaS solutions to meet the pace of change in the digital arena.

"By simplifying the DRaaS offerings and aligning them to business outcomes and emerging strategies for digital and IT consumption, what was just back-up becomes a business enabler," he added. "The face of business continuity as a whole is changing. Recovery and availability services need to evolve and Daisy is taking its end-to-end capability and applying years of recovery expertise to change the way customers think in a digital age."

daisygroup.com

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For more information contact our specialist **Business Continuity** team
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Resilient Workforce Award

Deborah Ritchie, Editor, CIR Magazine; with the Medical Research Council team and host Mark Watson

Winner Medical Research Council

The judges said: This organisation's experience following the Ebola Crisis, Basse Floods and most recently the post electoral crisis in the Gambia taught its staff valuable lessons, informed plans with guiding principles and priorities, trigger points, teams and communication lines and encouraged discussion, and scenario testing.

About: The Medical Research Council's research unit in The Gambia (MRCG) is the Council's single largest investment in medical research in a low and middle income country. MRCG represents a unique concentration of scientific expertise and high quality research platforms in the West African region. Its research portfolio spans basic research to the evaluation of interventions for the control of diseases of public health importance in sub-Saharan Africa. MRCG's scientific vision is to contribute to the post-2015 sustainable development agenda by producing the evidence base to improve health in West Africa and beyond.

The 2016 Gambia Presidential Elections were held on December 1st 2016. For three days during the voting process and the broadcast of the results internet and international phone communications were interrupted by the government.

The Gambian electorate chose the opposition leader Mr Barrow by a margin of 21,000 votes. The incumbent, President Jammeh, did not accept the outcome of the elections claiming electoral irregularities. The rejection of the election results by Jammeh was followed by increased presence of Gambian soldiers in the streets and by the occupation of the offices of the Independent Electoral Commission by the Gambian Army.

On January 17th Jammeh declared a state of emergency, and ECOWAS troops entered the country two days later. MRCG continued to support and contribute to the Gambian health services. Jammeh left the country on Saturday 21st January, two days after his expected passage of power to Barrow. MRCG returned to normal activities on 24th January. As part of its resilience planning, MRCG has a well trained business continuity team that has proven its value during crises over the last two to three years.

This year's new award was presented to this organisation for recognising its most important asset: its people. The judging panel was impressed by how communication and scenario based training formed part of MRCG's commitment to both safeguarding its workforce and using this vital asset.

mrc.ac.uk

WINNER
CIR ∫ BUSINESS CONTINUITY AWARDS 2017
RESILIENT WORKFORCE AWARD

Resilience in Infrastructure & IT Service Delivery

James Crask, Head of Risk, Nuclear Decommissioning Authority; Paul Higgins, VP Dedicated Customer Support, EMEA & Data Centre Operations, Sungard AS; pictured with host Mark Watson

Winner Sungard Availability Services

The judges said: This company's resilient IT infrastructure spend in 2016 included developing new cloud-based services to meet customer needs, whilst addressing legacy technology. This year's judging panel was particularly impressed with the Sungard AS's ability to work with complex hybrid IT environments.

About Sungard AS: 24/7 IT is the engine of 21st century business. Sungard Availability Services helps organisations worldwide fulfil business outcomes and become more responsive and agile in their chosen markets with resilient infrastructure, reliable processes and skilled teams. The company prides itself on staking its name – as well as its time, capital and expertise – on its ability to provide up-time systems and on-time delivery to meet real-time expectations and ensure it delivers "IT for business that never stops".

In 2016, recognising the competing agendas customers must satisfy in achieving IT and business resilience, Sungard AS's continued strategy of investment focused on resolving such conflicts between traditional and agile IT, without squandering resilience. Supporting its customers need for resilient IT infrastructure meant building new cloud-based services, whilst addressing legacy technology complexities and challenges.

The company's ability to work with such complex hybrid IT environments is designed specifically to deliver a customer outcome-based approach. Being awarded 'Leader' position in Gartner's DRaaS Magic Quadrant for the second time and achieving 'Leader' placement within Gartner's Business Continuity Management Planning Software MQ provides added confidence to customers that they are working with a company they can trust.

In 2016, Sungard AS invested heavily to both maintain its existing estate as well as to further evolve its already diverse portfolio of services and locations. This means customers are able to manage production and recovery workloads and their recovery and continuity requirements across a mix of Sungard AS and third-party cloud and infrastructure platforms that fit with their unique needs.

Speaking of Sungard AS' success at these awards, Keith Tilley, EVP and Vice Chair said: "The Business Continuity Awards have long been a much anticipated and respected industry event for business continuity professionals, and we're proud to be recognised in the Resilience in Infrastructure and IT Service Delivery category."

sungardas.co.uk

Best Contribution to Continuity & Resilience

Gary Locker, Contingency Planning & Business Continuity Manager, Security & Contingency Planning, City of London Corporation; Keith Tilley, EVP and Vice-Chair, Sungard AS; Hitin Vazirani, Head of Service Transition, Europe, Sungard AS; Rogelio Aguilar, Senior Cyber & Information Security Consultant, Sungard AS; pictured with Mark Watson

Winner Sungard Availability Services

The judges said: In a closely fought category, Sungard Availability Services stood out as having excelled in the past judging year across all aspects of the profession, helping customers achieve their goals in an ever-demanding business and IT environment.

About Sungard AS: 2016 was the year when complexity and control became key, as continuity professionals, business leaders and IT decision makers had to grapple with the demands that bi-modal, hybrid IT environments and a host of political, social and economic factors were placing upon maintaining organisational resilience and competitiveness.

Many organisations have a complex, fragmented IT environment, having been built over many years by potentially numerous different IT leaders. Ageing legacy systems often run alongside agile cloud-based platforms, although rarely speaking to each other. Vital for certain key business functions but becoming increasingly difficult to maintain and run, far less achieve the high availability levels business expects.

Such a hybrid IT mix has become the new normal. But it can hinder the path to digital transformation that so many organisations are focusing their efforts on.

Transformation without continuity and resilience, however, creates a dangerously ticking time-bomb for many organisations; whereas building resilience into the IT estate creates a responsiveness to change that means the business can react to both positive opportunity as well as negative threats with equal agility and adaptability.

Sungard AS has been working with many of its customers to support them through the journey of transformation and ensuring that they are benefiting from an efficient and resilient IT transformation. Speaking of the company's success at this year's awards, Keith Tilley, EVP and Vice-Chair said: "The awards demonstrate our continued commitment to delivering the highest standards of service for our customers. As recent events in the UK have shown, it is vital that organisations approach their business continuity not just as a recovery-led process, but as one of availability, with resilience and security baked in."

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