

CIR Magazine presents the 17th annual

CIR

BUSINESS CONTINUITY AWARDS 2015

Winners' Review
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BUSINESS CONTINUITY AWARDS 2015

Congratulations to the winners!

Oh what a night!

The deserving winners of the 2015 Business Continuity Awards were announced in June at the industry's most anticipated Gala Dinner, held at the fabulous Grosvenor House Hotel on London's Park Lane. Hundreds of guests attended the glittering ceremony, hosted by comedian Josh Widdicombe.

Each year brings something new to the profession: new faces, new ideas, new ways of dealing with challenges – old and new. In the same way, the Business Continuity Awards have evolved to reflect these advances, and continue to present the industry with an opportunity to celebrate achievements from the past year.

The big winners of the night were Sungard Availability Services scooping two of awards, including Keith Tilley's Lifetime Achievement Award and Best Contribution to Continuity & Resilience.

Ray Yamin from RBC Capital Markets was the proud winner of the Business Continuity/Resilience Manager of the Year Award, with Juliana Richardson from Coventry University taking away the gong for Student of the Year. Congratulations to everyone.

CIR would like to congratulate all of this year's finalists and would like to pay special thanks to the judges, sponsors and guests for their continued support of the Business Continuity Awards.

For the latest news and updates on the Business Continuity Awards follow us @CIRBCawards #BusinessContinuityAwards

The 2016 Business Continuity Awards will be held at the London Marriott Hotel, Grosvenor Square on 9th June 2016.



This year's winners are...

Student of the Year

WINNER: Juliana Richardson, Coventry University

Business Continuity/Resilience Team of the Year

WINNER: Rio Tinto
HIGHLY COMMENDED: USAA Business Continuation Team

Most Effective Recovery of the Year

WINNER: E.ON UK

Supply Chain Strategy of the Year

WINNER: DHL Supply Chain

Business Continuity Consultant of the Year

WINNER: Helen Molyneux, Director, Cambridge Risk Solutions

Industry Personality of the Year

WINNER: Ian Houghton, Managing Director, Easy BCM Ltd

Transformation of the Year

WINNER: Guardian News & Media

Most Innovative Solution of the Year

WINNER: PinBellCom Ltd

Most Innovative Product of the Year

WINNER: Phoenix

Best Contribution to Continuity & Resilience

WINNER: Sungard Availability Services

Cloud Services Provider of the Year

WINNER: Send Word Now

Incident Management Award

WINNER: Marks and Spencer
HIGHLY COMMENDED: City of Edinburgh Council

Cyber Security Programme of the Year

WINNER: CBEST/Bank of England

International Award

WINNER: Arab National Bank

Resilience in Infrastructure & IT Service Delivery

WINNER: Airwave

Business Continuity/Resilience Manager of the Year

WINNER: Ray Yamin, European Head of Business Continuity, RBC Capital Markets

Business Continuity/Resilience Strategy of the Year

WINNER: Brisa Bridgestone Sabanci Tyre Manufacturing & Trading Inc

Public Sector Continuity Manager of the Year

WINNER: John Ball, Business Continuity Coordinator, Surrey and Sussex Police

Specialist Company of the Year

WINNER: Harwell Restoration

Initiative of the Year

WINNER: Deloitte, King's College London & Public Health England

Business Continuity/Resilience Strategy through Partnership

WINNER: Ark-H Handling Limited

Lifetime Achievement

WINNER: Keith Tilley, Sungard Availability Services

Industry Newcomer of the Year

WINNER: Lucy Jones, Resilience and Crisis Management Consultant, Deloitte

Business Continuity Management Planning Software of the Year

WINNER: ClearView Continuity



Winners' gallery
Student of the Year: Juliana Richardson


Mike Osborne, Managing Director, Business Continuity at Phoenix IT; pictured with Juliana Richardson, Coventry University and host Josh Widdicombe

**Business Continuity/Resilience Team of the Year:
Rio Tinto**


Laura Meadows, Head of Business Continuity, xMatters; pictured with Aboubacar Konde, Rio Tinto and host Josh Widdicombe

Most Effective Recovery of the Year: E.ON UK


Deborah Ritchie, Editor, CIR Magazine; pictured with Neil Wainman, Ella Taylor and Sue Martin from E.ON UK and host Josh Widdicombe

Supply Chain Strategy of the Year: DHL Supply Chain


Becky Tucker, Vice Chair, Alarm; pictured with George Wright, Business Continuity Manager, Automotive, Industrial & LLP, DHL Supply Chain; and host Josh Widdicombe

Lifetime Achievement



Paul Gant, Head of BCM Assurance, Phoenix; pictured with Keith Tilley, EVP, Global Sales & Customer Services Management, Sungard Availability Services; and host Josh Widdicombe

Winner **Keith Tilley**

The judges said: Keith Tilley has an outstanding track record in the business continuity/resilience arenas, from over the course of a significant 35-year career in the industry.

About Keith: Keith Tilley has been at the helm of the BC industry for over 35 years. From relatively humble beginnings within operations for BL Systems from the infancy of our industry, to today's global role for one of its key pioneers and innovators, Keith's career is one of dynamic influence and tangible progress. One that has shaped, and been shaped by, the growing scope and relevance of continuity and resilience. Keith has driven the direction of Sungard AS in Europe since 2001, overseeing its growth across EMEA and into India. Since then, the company has seen accelerated evolution of its portfolio of solutions, real-estate and infrastructure to include managed, virtual and cloud-based services to its former predominantly BC and recovery offerings. He is truly an industry veteran who's played a vital role steering the market towards a more sophisticated approach to BC, engaging outside the sector with fellow business and IT leaders. He's devoted his working life to making companies aware of their responsibility to maintain uninterrupted performance and to developing innovations that help them to so.

Keith commits substantial time in truly understanding his customers' businesses challenges, working together on solutions to help achieve their professional goals. He sees the trust his customers place in Sungard AS to keep their businesses running, maintain competitiveness, and always delivering to their end-users as an honour. Keith's passionate about creating accessible availability – for organisations that affect everyone's daily lives – from healthcare, travel, defence, and more. His drive, professionalism and knowledge is infectious. Keith's ability to inspire trust, respect and loyalty may explain Sungard AS' 93% customer satisfaction and the tenure of its people. Not to mention this well-deserved recognition for substantial contribution to our industry. To Keith, this award, and any others Sungard AS' receives, perfectly demonstrates a collective team effort to delivering the highest standards for customers. Working together to shift the industry outlook from that of recovery-led processes to the always-on mind-set of 'all-time' availability.

Upon receiving his award, Keith commented, "I am immensely proud of the industry recognition and hugely proud of the Sungard AS family that continuously strives to deliver, daily, to our customers that we serve. Well done everyone!"



SUNGARD®
**AVAILABILITY
SERVICES™**

Winners' gallery
**Business Continuity Consultant of the Year:
Cambridge Risk Solutions**


Charlie Boffin, Chief Executive, Clearview Continuity; pictured with Laura Darling (collecting on behalf of Cambridge Risk Solutions), and host Josh Widdicombe

Industry Personality of the Year: Ian Houghton


Keith Tilley, EVP, Global Sales & Customer Services Management, Sungard Availability Services; pictured with Ian Houghton, Managing Director, Easy BCM; and host Josh Widdicombe

Transformation of the Year: Guardian News & Media


Jamie Watters, Global Programme Manager, BCM, Global Banking & Markets, HSBC Bank; pictured with Alastair Lee, Business Continuity Manager, Guardian News & Media; and host Josh Widdicombe

**Business Continuity Management Planning Software
of the Year: ClearView Continuity**


George Berrich, Chairman, Scottish Continuity; pictured with Charles Boffin, Chief Executive and Ian Crabbe, Senior Business Continuity Specialist, ClearView Continuity; and host Josh Widdicombe

Best Contribution to Continuity & Resilience



James Stevenson, Senior Manager, Business Continuity, Rolls-Royce plc; pictured with Keith Tilley, EVP, Global Sales & Customer Services Management, Sungard Availability Services; and host Josh Widdicombe

Winner Sungard Availability Services

The judges said: This company is hard to beat. Sungard AS continues to influence and shape the industry it has long been part of, advancing the continuity and resilience cause to the wider business community and demonstrating a huge commitment to advancing professionalism.

About Sungard AS: The Business Continuity Awards began in 1999. Since then we have seen vast changes to the continuity and resilience landscape: the providers and practitioners; the skills and solutions; the technologies and timelines; all driven by customers' demands for all-time availability. What has not changed, however, is Sungard AS' commitment to delivering service excellence, advancing the industry and investing in innovation.

In 2014, Sungard AS became an independent company, enabling it to take a truly global approach to delivering customers' business outcomes – because as organisations emerge from recession and digital disruption grows, they need to consider such outcomes as well as availability. Thus despite a (slightly) new name and look, the five decades' focus on building resilient, available enterprises to enable customers to deliver to theirs remains intact. The past year saw many

initiatives come to fruition to help clients achieve this, taking into account the wider IT and business transformation agendas many have to satisfy.

As part of its ongoing multi-million pound programme of investment in production and Workplace Recovery facilities, Sungard AS commissioned, launched or expanded a number of centres in the UK, Ireland, Europe and India – including its first in Poland; supported the innovation of techniques deployed to underpin resilience; enhanced its managed IT solutions, enterprise and government cloud platforms to service complex IT needs; while at the same time innovating in product development and services to improve people recovery with Desktop as a Service and advance BCM Software with Sungard AS Assurance.

The company worked closely with CIOs in UKI and France via its *Digital Dynamics in the C-Suite* and *MentoratDSI* initiatives to elevate continuity and resilience within the boardroom, and was recognised as a leader in Gartner's *Disaster Recovery as a Service Magic Quadrant*. "To have the recognition of our peers at this year's awards places the seal on a busy, but highly rewarding, year," Keith said. "Made all the better by the 93% satisfaction rating our customers gave us!"



Winners' gallery
Incident Management Award: Marks & Spencer


Sarah Whittington, Marketing Manager, CIR Magazine; pictured with John Frost, Head of Business Continuity and Jacqueline Howard, Business Continuity Manager, Marks & Spencer; and host Josh Widdicombe

Cyber Security Programme of the Year: CBEST/Bank of England


Michael Faber, Institute of Operational Risk (IOR); pictured with David Evans, Senior Manager, Cyber Team, Bank of England, and host Josh Widdicombe

International Award: Arab National Bank


Deborah Ritchie, Editor, CIR Magazine; pictured with Abdulrahman Alonaizan, Head of Business Continuity, Arab National Bank; and host Josh Widdicombe

**Resilience in Infrastructure & IT Service Delivery:
Airwave**


Jag Gogna, Head of Business Continuity & Site Services, The Phoenix Group; pictured with Mark Jones, Head of Business Continuity, Airwave; and host Josh Widdicombe

Cloud Services Provider of the Year



The 2015 Cloud Services Provider of the Year is Send Word Now

Winner Send Word Now

The judges said: Send Word Now's service offers easy rapid and secure interactions between its users and their stakeholders in the event of an incident, as well as offering an effective service for day-to-day operations.

About Send Word Now: Send Word Now is a leading provider of cloud-based alerting and incident response services for both routine and emergency communication. Its easy-to-use emergency notification service is used by businesses, government agencies, universities and not-for-profit organisations globally to ensure fast, effective, two-way communication in real-time.

Send Word Now's cloud-based Alerting Service leverages a spectrum of communications devices simultaneously, sending out a message from a single sender to tens of thousands of recipients. Its on-demand alerting and integrated incident management technology is designed to be efficient, reliable, secure, and cost-effective. Whether using SMS, email, voicemail, smartphone, or desktop, alerts are transmitted to the communication device within seconds. Recipients can sign up for alerts via the communication device of their choice and update their personal profile as needed via a self-registration portal. Once an alert is sent, recipients can respond via two way communication, providing vital information about their status as a situation develops. Administrators can track and

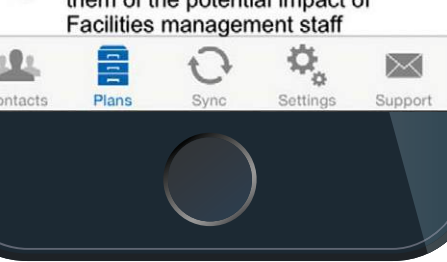
document responses, initiate conference calls, and quickly reference all sent and received messages for auditing purposes.

Among the services provided by the company are mobile services, desktop alerting, SWN Direct, WeatherBlast, Geo-targeted alerts, and IVR designer. SWN Direct is a groundbreaking recipient mobile app that enables rapid, secure and encrypted interactions between an organisation and its employees, customers and stakeholders. The app utilises Internet Protocol (IP) networking end-to-end for the secure delivery of voice, text and files seamlessly to recipient mobile devices anywhere in the world.

Send Word Now is committed to innovation and to looking for new ways to enhance resilience for its user organisations. Commenting on the win, Tony Schmitz, President and CEO of Send Word Now, said: "CIR Magazine is a respected resource for the resiliency industry, and Send Word Now is extremely honoured to receive this award. We strive to create innovative products and deliver excellent service to customers around the globe. It's certainly rewarding when these efforts are recognised by independent experts. We will continue our commitment to offering the best in enterprise-level critical communications."



send word now®
EVERY MESSAGE COUNTS®

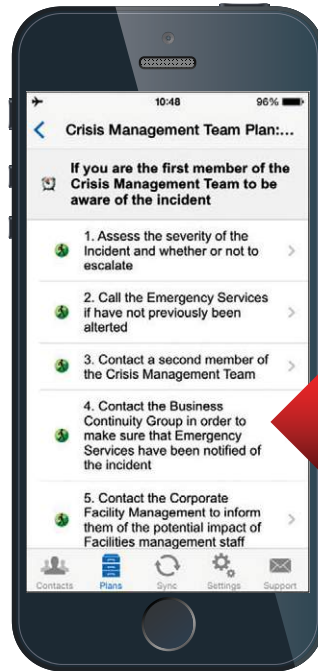


PLANS IN YOUR POCKET Phoenix's award-winning Innovative Product of the Year is so simple to use it makes you wonder why no-one has come up with the idea before.

PLANS IN YOUR POCKET is part of the Shadow-Planner suite of software. Like all Shadow-Planner products it is truly easy to use and simply makes the BCM professional's life easier. It delivers this by enabling them to take their existing (or new) BCM plans, load them onto the system, build as simple or complicated an organisational structure around them as needed and then share those plans with all or a limited set of users. Shadow-Planner is a truly versatile product and doesn't dictate what your plans look like. You use it as a genuine BCM tool to enhance your BCM strategy.

The Shadow-Planner suite covers the key elements of the BCM lifecycle: BIA, Plan Design, Plan Maintenance, Testing and Plan Updating. But it goes further, it utilises a clever 'task management' system to ensure that plans are maintained by the right person at the right time. If not then an alert is raised through your predetermined escalation route. Customers report that the tool helps small BCM teams or lone BCM Managers manage complex and large organisations' BCM plans highly successfully.

What the BCM professional increasingly needs is the ability to use their plans at time of incident, at any time of day or night, in a format that is easily usable, up-to-date and easily viewable, so that anyone in their organisation can understand what to do at that moment, without having to wade through pages of irrelevant data.



PLANS IN YOUR POCKET is updated centrally. Plans held on each local device are up-to-date following regular downloads. The device then holds a 'hard copy' of the planning data so at time of incident an internet connection is not required.

Your 'Action Lists' appear telling team members what to do

PLANS IN YOUR POCKET is loved by Senior Managers, who now see BCM as part of normal business activity as the app goes everywhere with them. This helps to raise awareness right across the organisation.

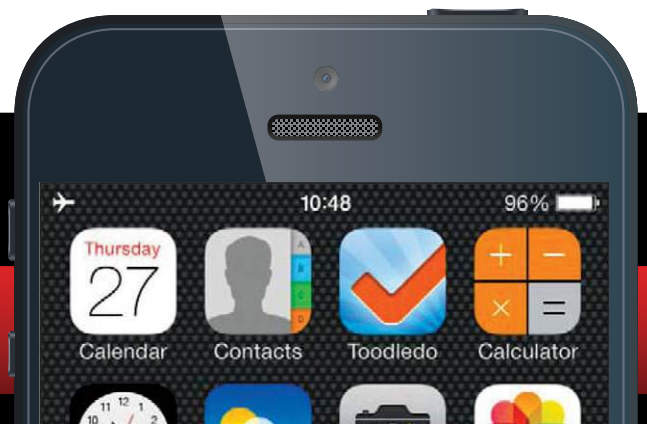
PLANS IN YOUR POCKET is designed to work for the initial hours of a crisis where teams are responding quickly to an incident and need information at their fingertips. It can be used for the recovery element of a crisis, as things calm down, or you can revert to your paper-based plans in Shadow-Planner.

PLANS IN YOUR POCKET is truly innovative.



PLANS IN YOUR POCKET does that. It works by simply downloading the app from the Apple™ App Store or BlackBerry™ Store (Android™ version is presently in Alpha testing).

Once you have downloaded the app from the respective app store, you simply tap the 'Planner'



Call Phoenix on 0344 863 0000 or visit www.phoenix.co.uk/bcmassurance

Most Innovative Product of the Year



Holly Barnes, Marketing Executive, CIR Magazine, pictured with Paul Gant, Head of BCM Assurance, Phoenix and host Josh Widdicombe

Winner Plans in your Pocket, Phoenix

The judges said: This simple new product puts plans at the workforce's fingertips. This is a timely innovation that meets a real need in the market, as customer endorsements prove.

About Plans in your Pocket: Plans in your Pocket is brand new and different from anything else currently on the market. Placing the relevant part of your BCM plan, always up-to-date in the right person's pocket, 24 hours a day. A truly innovative solution that meets a real need requested by and developed with BCM subject-matter experts. Historically, BCM professionals have used the BCM lifecycle to identify the needs of an organisation in crisis, map its requirements to the speed of recovery and then produce plans based on these findings. These plans are the vital document used to respond to any incidents – and each organisation, however large or small, will have plans that meet their needs and their planned response to an incident. These plans have until now been kept in paper format or on laptops and other similar devices. But these devices are not that portable, don't have long battery life and are just receptacles for standard software packages that hold plans in Word or Excel.

Phoenix believes it is now time to move away from the sole reliance on paper-based plans or those supported on larger mobile devices. This product does just that – it puts the

relevant parts of the plan in the pocket of those that need them, when they need them.

Paul Gant, Head of BCM Assurance, received the award on behalf of Phoenix. "I'm delighted to accept this award on behalf of the entire team who have worked on the app," he said. "It's been a team effort from beginning to end, including my colleagues in Sevenoaks and Lahore, and our customers who came to us with a desire to move BCM forwards during an incident. We listened, collaborated, understood the requirements and designed this product specifically for our clients' needs. This is one of the many areas where Phoenix excels.

"Plans in Your Pocket takes incident management to the next level and is just the start of what we intend to deliver. The app is just one component of the powerful and equally innovative Shadow-Planner suite of software that our customers love so much. This is a great time for Shadow-Planner and the award reflects the need for the BCM software industry to move forward. Collaboration between customer and vendor is a powerful tool which we already harness through our active user group and intend to utilise even more going forward. It is this approach to teamwork that makes Phoenix stand out from the crowd."



CIR **WINNER**
BUSINESS CONTINUITY
AWARDS 2015
MOST INNOVATIVE PRODUCT OF THE YEAR

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Winners' gallery
**Initiative of the Year: Deloitte, King's College London
& Public Health England**


Néstor Alfonso Santamaría, City of London Corporation; with winners from Deloitte, Kings College London & Public Health England, including Richard Amlot, Rick Cudworth, Lorna Riddle; and host Josh Widdicombe

**Business Continuity/Resilience Strategy
through Partnership: Ark H & Cambridge Risk**


Nigel McGimpsey, Sales Director, BSI; pictured with Matt Mills (collecting on behalf of Ark H Handling & Cambridge Risk Solutions); and host Josh Widdicombe

**Business Continuity/Resilience Manager of the Year:
Ray Yamin**


Declan Sharpe, SVP & UK Sales Director, Sungard Availability Services; pictured with Ray Yamin, European Head of Business Continuity, RBC

Industry Newcomer of the Year: Lucy Jones


Graeme McQueen, Associate Publisher, CIR Magazine; pictured with Lucy Jones, Consultant, Risk & Resilience, Deloitte; and host Josh Widdicombe

Most Innovative Solution of the Year



Graeme McQueen, Associate Publisher, CIR Magazine; pictured with David Coverdale, Director; Laura Pawson, BC Project Manager and Peter Crabbe, BC Lead Auditor, PinBellCom; and host Josh Widdicombe

Winner PinBellCom

The judges said: This year's winning solution provides a consistent approach to aligning aims and objectives across the organisation. Among the many benefits of this offering is that it is fully tailorable to each client's needs.

About PinBellCom: PinBellCom has been providing business continuity software and advice for over a decade, exploiting technology to tackle the challenges of deployment and engagement of business continuity and risk across large organisations. The company's background in TQM and continuous improvement drives its approach to making deployments easier – its goal to put the customer at the centre of all it does.

TheOneView is an intuitive software platform designed to enable users to understand their responsibilities and take appropriate action with little or no training required. It is commonly deployed in large organisations with multiple locations such as Arcadia, Burberry, Marks & Spencer and TUI Travel. Launched in 2012, the product boasts over 10,000 users, each with a front-end that is tailored to align with the unique aims and objectives of each client organisation.

With a growing presence in retail, health, logistics, higher

education and finance, PinBellCom aims to present a solution which is for the benefit of the end user rather than experts in the business continuity programme office. After all, it is the functions, operations and location staff who need to be able to access information, make changes and maintain content and on a familiar platform – and one that helps them make that next important step towards paperless resilience.

“Our mission is to help users embrace changes in technology and availability of information and to help them access the required data as, when and how they need to,” said David Coverdale, director at PinBellCom. “Taking business continuity digital is our passion. To support this, our user interface is simple and intuitive, our software easy to configure, flexible and uncomplicated, our approach friendly, understanding and practical.”

“Winning this award is very important for us. CIR represents the standard in the industry and is well respected for its influence and leadership in risk and resilience and insurance,” he added. “By winning the approval of the judging panel we hope to engage with other professionals across the sector.”

Visit PinBellCom.co.uk to view papers and testimonials, or ask for a trial of the platform or apps.

THE ONE VIEW



Winners' gallery
**Business Continuity/Resilience Strategy of the Year:
Brisa Bridgestone Sabanci**


John Woods, publishing director, CIR Magazine; pictured with Cumhur Bilgili, Risk Manager, Brisa Bridgestone Sabanci; and host Josh Widdicombe

**Public Sector Continuity Manager of the Year:
John Ball**


Sarah Whittington, Marketing Manager, CIR Magazine; pictured with John Ball, Business Continuity Coordinator, Surrey and Sussex Police; and host Josh Widdicombe

Specialist Company of the Year: Harwell Restoration


Katie Moore, Research and Development Manager, Airmic; pictured with Hannah Miller (collecting on behalf of Harwell Restoration); and host Josh Widdicombe

SAVE THE DATE

Business Continuity Awards 2016

9 June 2016

London Marriott Hotel, Grosvenor Square

Winners gallery

