

CIR Magazine presents the 18th annual

CIR

BUSINESS CONTINUITY AWARDS 2016

WINNERS' REVIEW

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Celebrating achievement in the sector

Business continuity and resilience issues make headlines daily. Cyber risk continues to dominate, data breaches persist, security incidents, supply chain disruptions and adverse weather incidents continue to challenge unprepared businesses; and give others the opportunity to show the strength of their plans, and their ability to bounce back. The Business Continuity Awards – the profession's definitive mark of excellence – continues to acknowledge the best examples of the latter.

The 18th annual Awards Ceremony and Gala Dinner took place in London this June, where hundreds of industry practitioners, suppliers and their guests gathered for another spectacular night of celebration and networking. This year's deserving winners were presented with their awards by the host for the evening, comedian Ed Byrne.

Practitioners and vendors continue to show how well they work together as teams to rise to the many challenges they are

thrown – something we see consistently in the entries for these Awards, which this year were sponsored by Sungard Availability Services, ClearView Continuity, Daisy and IBM and were supported by the City of London, Airmic, Alarm and Scottish Continuity.

Congratulations to everyone that made the shortlist this year – a diverse group of individuals and companies, that show just how far and wide the business continuity message has permeated. All those shortlisted are making a vital contribution to the ongoing pursuit of organisational resilience.

Categories and judges for the 2017 Business Continuity Awards will be announced in November 2016, with the Awards Gala Dinner scheduled for 8 June 2017 at the London Marriott Hotel Grosvenor Square.

Visit the website in the meantime for photos and details of all our past winners in the BCA Hall of Fame.



This year's winners are...

Student of the Year

Winner: Roger Payne, Buckinghamshire New University

Business Continuity/Resilience Team of the Year

Winner: Pearson

Most Effective Recovery of the Year

Winner: Direct Line Group
Highly commended: Hewlett-Packard Enterprise
Highly commended: Sungard Availability Services

Business Continuity Consultant of the Year

Winner: Toby Marriner, Senior Manager, Resilience, PwC

Industry Personality of the Year

Winner: Ahmed Riad Ali, Managing Partner and Principal Consultant, Estmrarya Consulting

Transformation Award

Winner: Barclays

Most Innovative Solution of the Year

Winner: Cobalt

Business Continuity Management Planning Software of the Year

Winner: Daisy

Most Innovative Product of the Year

Winner: Crises Control

Best Contribution to Continuity & Resilience

Winner: Deloitte

Cloud-Based Services

Winner: 8x8

Incident Management Award

Winner: Deutsche Bank

International Award

Winner: Rizal Commercial Banking Corporation (RCBC)

Resilience in Infrastructure & IT Service Delivery

Winner: Airwave

Industry Newcomer of the Year

Winner: Elodie Huet, Business Continuity Consultant, Arup

Business Continuity/Resilience Strategy of the Year

Winner: Royal Mail Group

Specialist Company of the Year

Winner: Business Continuity Transport

Initiative of the Year

Winner: Barclays

Business Continuity/Resilience Strategy through Partnership

Winner: Glen Abbot and Scottish Power

Lifetime Achievement

Winner: Bill Crichton, Managing Director and Principal Consultant, Crichton Continuity Consulting

Business Continuity/Resilience Manager of the Year

Winner: Russell Williams, Head of Group Business Continuity, Shop Direct





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Business Continuity Software of the Year



George Berrich, Chairman, Scottish Continuity; Paul Gant, Head of BCM Assurance, Daisy Corporate Services; pictured with host Ed Byrne

Winner Shadow-Planner

The judges said: Users of this software were impressed with the tactical and strategic developments the winning company were able to demonstrate with this product. Highly regarded by BCM subject-matter experts, and by our panel of judges

About Shadow-Planner: Shadow-Planner is a sophisticated business continuity management solution, driven by subject matter experts. A recent development is its unique and innovative work area recovery module. This allows BC Managers to create floorplans of their recovery site, load those into Shadow-Planner, and then map seat locations for each recovering department onto the plans. This allows for a snap-shot of requirements at any given time, so that the BC manager can see where people are to sit during each part of the recovery. The module displays what equipment is required for each seat, including special requirements.

The result is a powerful yet easy-to-use software module that delivers a step-change in BCM software capability.

“Daisy is absolutely delighted that Shadow-Planner has now won two Business Continuity Awards in quick succession. Last year Shadow-Planner was recognised for its innovation in mobile apps, this year as BCM Software of the Year,” said Mike

Osborne, Managing Director Business Continuity, Cloud & Hosting at Daisy Group. “Shadow-Planner has some very good times ahead.”

Daisy has big plans for taking Shadow-Planner even further. As well as focusing on enhancements to the software itself, Daisy is utilising its capability in two other service streams. First, in providing the platform for ‘BCM-as-a-Service’ to those organisations who cannot afford to employ their own BC Manager but still need an effective BCM programme with plans in the hands of key executives. Shadow-Planner plus Daisy consulting team’s proven capability offers a wonderful solution to this.

Second, in providing a Cloud Risk Mapping service for worried CIOs and IT Directors. As cloud services have proliferated many IT departments find themselves not fully understanding their exposure to what can be many different cloud providers and contracts. Shadow-Planner’s BIA and dependency mapping capability provides a platform to map business priority against cloud capability – once again, as an all-in managed service.

daisygroup.com



Most Effective Recovery of the Year



Marshall Kent, City of London Corporation; Christian Davis, Business Services Director; Eddie Stapleton, Property Manager; and Lee Giles, IT and technology, Direct Line Group; with host Ed Byrne

Winner Direct Line Group

The judges said: This category sparked enormous debate among the judging panel this year but the award had to be given to the Direct Line group team that took on a huge task and delivered an impressive and successful recovery.

About Direct Line Group: With around 11,000 employees, Direct Line Group is Britain's leading personal lines motor and home insurer. We operate a multi-brand, multi-product and multi-distribution channel business that covers the majority of customer segments in the UK for personal lines general insurance and small and medium-sized enterprise commercial insurance. Our brands offer the following products: motor, home, rescue, pet, travel and commercial.

The incident: On the evening of 26th December 2015 the car park of Direct Line Group's Leeds Wharf building was flooded due to excessive rainfall and the neighbouring River Aire breaking its banks. With five floors, the building has a basement car park and holds over 600 staff.

Among the issues, flood water levels prevented a full initial assessment of the damage; the building was declared inoperable for at least three months as power equipment

was damaged beyond repair; and 600 staff needed to be relocated within one week. Crisis and recovery teams worked effectively with a common goal and staff across Direct Line Group demonstrated selfless commitment over the holiday period to support the business. The business continuity and property teams supported the impacted colleagues onsite during the recovery to iron out issues, ensuring a positive experience and smooth recovery back to normal BAU. With over 600 colleagues displaced, teams in the nearby Leeds Headrow building kindly made space and provided equipment. Additionally, the technology services, property and infrastructure teams worked tirelessly to kit out another office in Pudsey, which was up for sale and practically empty. The priority was to ensure that all impacted staff had what they needed to operate effectively to service customers.

Christian Davis, Business Services Director, said "It was a real honour to win this award. The way the teams across the business came together and pulled out all the stops to find quick and effective solutions for our people was fantastic to see. I'm very proud to work for a business with such fantastic people and to receive this award on behalf of Direct Line Group is the icing on the cake".

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Specialist Company of the Year



Julia Graham, technical director, Airmic; Neil Atkins, Martin Long, Steve Turner and Peter Slater of Business Continuity Transport; pictured with host Ed Byrne

Winner Business Continuity Transport

The judges said: This niche firm continues to add tremendous value year after year, always paying attention to the detail.

About BCT: BCT is the UK's only dedicated provider of emergency and pre-planned managed transport services for the business continuity industry. The company currently has 74 full-time employees who handle invocations, trials and queries from its 97 contracts. In 2015 it generated £18m in revenue, with £7.5m coming from invocations.

Since its inception in 2006, when the company's founders saw an opportunity in offering businesses a single point of contact, managed emergency transport and accommodation service to meet their business continuity requirements, BCT has proved its capabilities. BCT has a growing client list, which includes a number of blue-chip companies, and last year managed the movement of over 300,000 people in emergency situations.

BCT works with clients to plan appropriate continuity transport, whether that involves moving a few key people or an entire call centre. The team at BCT's 24-hour 365-day UK control centre coordinate its network of over 3000 approved and compliant suppliers via unique system software technology

to ensure BCT is ready react when required and invoke client plans as necessary.

"We understand that our reputation is based on the speed and quality of our response," comments Steve Turner, BCT Managing Director. "For our clients assistance is just a call away, any time night or day."

As an indication of the service that BCT delivers, in 2015 one of the company's airline clients experienced two unprecedented situations necessitating BCT's services. Firstly, BCT was brought in to assist in the evacuation of tourists from Tunisia following terrorist attacks there. At 04:00 GMT, as the news was just filtering through about the tragedy, BCT arranged the first vehicles to meet passengers from the airport. This took less than two hours despite being one of the busiest times of the year for ground transport. In the three days following the incident BCT moved 1123 affected passengers. A second invocation followed when holidaymakers were repatriated from Sharm el-Sheikh. Over a period of eight days BCT arranged 63 vehicles to transport passengers from the airport to their homes.

businesscontinuitytransport.com



CIR **WINNER**
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SPECIALIST COMPANY OF THE YEAR

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BUSINESS CONTINUITY AWARDS 2017

SAVE THE DATE: 8 June 2017



**London Marriott Hotel Grosvenor Square
Time: 7:00 pm onwards**

Deadline for entries: 8 February 2017

Cloud-based Services



Holly Barnes, Marketing Executive, Perspective Publishing Events; Kevin Scott-Cowell, Managing Director 8x8 UK; pictured with host Ed Byrne

Winner 8x8

The judges said: This year's winning entry was chosen from a hugely impressive group of submissions, and one which the judges felt stood out for its sheer simplicity and effectiveness.

About 8x8: 8x8's suite products were designed for the cloud, and have earned the trust of 45,000 customers worldwide. Its flagship products include Virtual Office, a full business phone service that makes sure an entire company is always connected, wherever employees are working; Virtual Contact Centre, a customer-focused contact centre that employees can access from any location; and EasyContactNow, a scalable platform that allows your contact centre to grow as fast as your business.

These products ensure business continuity, flexibility for staff and for businesses, reliability and security; simplicity in installation and scalability. With access to real-time account and seat provisioning tools, fully automated customer billing, customers are able to be self sufficient, with the ability to instantly modify and maintain the system and new components. An intuitive interface and extensive training programme means businesses are instantly equipped.

"We are delighted to have won this Award and feel it is testament to our innovative, secure and reliable cloud

technology, which we own and develop ourselves, with over 100 patents to our name," said Kevin Scott-Cowell, Managing Director 8x8 UK. "This accolade is also due in large part to the 8x8 customer service team which works tirelessly to support our customers across the world.

"We are the only cloud based provider to offer world class business phone services, collaboration, virtual meetings and conferencing, as well as enterprise ready virtual contact centre solutions.

"Born in the cloud our products are designed to be used in any location, with our top tier data centres strategically located across the globe. Our systems are quick and easy to install – whether it's Virtual Office, Virtual Contact Centre or EasyContactNow.

"We believe we have a unique and innovative place in the UK and global markets, having been named as a Leader for four consecutive years in Gartner's high profile Magic Quadrant for Unified Communications as a Service (UCaaS), Worldwide," Scott-Cowell added.

8x8.com/uk

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