Continuity Logic Frontline Live
Innovating User Experience for Business Continuity

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SOLUTION*PERSPECTIVE*
Governance, Risk Management & Compliance Insight

Continuity Logic Frontline Live

Innovation in User Experience for Business Continuity Management

Continuity Logic Frontline Live is a GRC solution that GRC 20/20 has researched, evaluated, and reviewed with organizations that are using it in changing, distributed, and dynamic business environments. GRC 20/20 has evaluated and verified the innovation in user experience found in Frontline Live and sees this as a compelling offering for business continuity management programs, particularly those connected to a broader GRC strategy. It delivers an intuitive and engaging user experience that makes business continuity more efficient, effective, and agile in context of operational governance. In this context, GRC 20/20 has recognized Continuity Logic Frontline Live with a 2015 GRC Innovation Award for the best user experience in Business Continuity Management in 2015.

What the Frontline Live User Experience Innovation Is About

Simplicity and elegance. GRC 20/20 finds that Continuity Logic has completely re-architected the way Frontline Live works and in that context the way business continuity works. They attacked the complexity of business continuity management (and in that context broader GRC) by re-building their solution to be intuitive, engaging, and easy to use by the average business user.

The resulting simplicity enables Continuity clients to govern business continuity alongside and in context of operational governance, risk management, and compliance with ease, control, and efficiency.

The difference in the user experience innovation of Frontline Live can be found in the solution's:

n   User interface design. Frontline Live delivers significant enhancements in overall user experience with a clean fresh modern user interface with a responsive flat design that engages employees. The interface is elegant but also intuitive making it easy to use by the average user, but also easy for that same average user to configure and adapt to their needs.

n   Guide Me™. Guide Me is an incredible user interface innovation that takes wizard concepts to business continuity and GRC. Simply it is like TurboTax for business continuity management. Guide Me guides users every step of the way through a process to successfully complete their tasks. It utilizes a a series of interactive tip balloons overlaid on the screen with tasks that are broken down into short step-by-step guided instructions. It eliminates the guesswork in business continuity management documentation and processes, the frustration of following video tutorials or digging through tedious FAQs and Q&A pages, and time needed by subject matter experts to support and educate.

n Enhanced reporting. End-users securely interact with personalized content through a rich, 100% web-based interface, without needing IT or database experience

n   Forms designer. Organizations have the ability to define and build any form they need, including all fields within each form, without coding. Using a visual drag and drop, intuitive interface users have full form and field level control and layout needed to design what fits perfectly for their operations and processes.

n   Rapid implementation. With a zero code paradigm, Continuity Logic's time-to-deployment of a business continuity application is dramatically reduced. To recover any aspect of a business caused by a disruption, a business continuity platform must have a flexible approach to dependency models that define all elements that comprise a line of business and their interrelationships across the enterprise. FrontLine Live allows organizations to define and adapt dependency models for the organziation as deeply as they wish to go. This is enhanced by empowering them to create and apply custom forms, workflow, rules from,

and reports, with visual drag and drop building without coding. As such, FrontLine Live models and connects all of the orgnaization's people, processes, technology, vendors/suppliers, facilities, data, and their interrelationships. These interdependencies are needed for a dynamic recovery.

How Is the Frontline Live User Experience Innovation Different?

GRC solutions, whether for business continuity management or enterprise GRC, need to be engaging and easy to adopt and use by the frontlines of the organization. Software that is dated and difficult to use at the end of the day will not be used or used reluctantly.

There are varying degrees of usability in a GRC solution. The user experience can be enhanced through many dimensions: contextually relevant information, intuitiveness and ease of use, accuracy and relevance of information and processes, mobility, collaboration, and more.

GRC 20/20 finds the user experience in Frontline Live to be exceptional and engaging in the fact that it delivers the breadth of:

n Business continuity in context. To achieve value and alignment with the organization business continuity needs to have context. Essentially, business continuity management is not an island unto itself. An agile organization will have 360° contextual awareness of business continuity in context of GRC. GRC 20/20 finds the Frontline Live solution to be a next generation platform that goes beyond a business continuity module to be able to manage business continuity in context of an enterprise GRC program. Integrated Frontline Live modules include:

> Business Impact Assessment Manager

> Risk Manager

> Plan Manager

> Vendor Manager

> Technology Manager

> Report Manager

> Incident & Exercise Manager

> Compliance Manager

n Ease of use. The heart of user experience is the intuitiveness and ease of use of a solution. If solutions are cumbersome and difficult to use the end-users will reluctantly use it. GRC 20/20 finds the Frontline Live solution to have an engaging and easy-to-use interface. It delivers a self-service model that allows

users to design their own data capture, workflows, and reporting formats without programming, fully configurable by the end user in a visual interface that integrates visual workflow, rules, form building, and the Guide Me wizards.

n   Accessibility. A solution not only needs to be easy to use but also accessible. GRC 20/20 finds the Software as a Service (SaaS) cloud availability model of Frontline Live on any device (e.g., computer, tablet, and smartphone) to be fully accessible and ready when users need it.

n   360° contextual awareness. To be valuable to users, a solution needs to be usable in a dynamic and changing environment. Business is changing, risks are changing, and regulations are changing, all of which require complete situational awareness to maintain governance and continuity of operations. GRC 20/20 finds that Frontline Live delivers real-time intelligence through integrated data feeds that dynamically pull and update current information from internal and external systems and sources.

n   Interconnected analytics and reporting. Organizations face a maze of risks and disruption to a variety of assets (e.g., facilities, people, IT, processes, and relationships) and impact a range of risks, regulatory requirements, policies, plans, and controls. To achieve situational awareness requires understanding the interconnected relationships of assets, risks, controls, and more. GRC 20/20 finds that Frontline Live delivers an integrated information architecture that utilizes a single data model containing a relational view of all elements of the organization.

Benefits of Frontline Live User Experience

GRC 20/20 measures the benefits and value of a solution in its ability to effectively mitigate risk, meet requirements, satisfy auditors, achieve human and financial efficiency, and meet the demands of a changing business environment with agility. GRC solutions should achieve better performing processes that utilize more reliable information. This enables a better performing, a less costly, and more flexible business environment. Clients use Frontline Live with the goals of understanding and managing business continuity in a broader context of risk, while ensuring compliance with obligations, improving human and financial efficiencies, enhancing transparency, and managing business continuity and GRC in the context of business change.

GRC 20/20 measures the value of GRC engagement around the elements of efficiency, effectiveness, and agility. Organizations looking to achieve GRC value will find that Frontline Live delivers:

n   GRC Efficiency. Frontline Live provides efficiency and savings in human and financial capital resources by reduction in operational costs through automating processes, particularly those that take a lot of time consolidating and reconciling information in order to manage business continuity in an easy to use and intuitive interface. GRC efficiency is achieved when there is a measurable reduction in human and financial capital resources needed to address business continuity in the context of business operations.

n GRC Effectiveness. Frontline Live achieves effectiveness in business continuity, risk mitigation, control, and compliance. This is delivered through greater assurance of the design and operational effectiveness of business continuity plans in context of broader operational governance. GRC effectiveness is validated when business processes are consistently operating during times of calm or disaster.

n GRC Agility. Frontline Live delivers business agility where organizations are able to rapidly respond to changes in the internal business environment (e.g. employees, business relationships, operational risks, mergers, and acquisitions) as well as the external environment (e.g. disasters, crisis, and risk materialization). GRC agility is also achieved when organizations can identify and react quickly to control disruptions and adverse events in a timely manner so that action can be taken.

GRC 20/20 finds that the Frontline Live solution improves situational awareness of operations facing a crisis by delivering clear decision making at all levels of the organization to ensure the right information is available in the right format, whenever and wherever it is needed. Continuity Logic protects and enhances the value of organizational processes and assets.

Specific benefits of the Frontline Live solution include:

n *Ease of use* for the average business user

n *Rapid implementation* and adoption of the solution through a cloud SaaS model

n *Intuitive interface* to use minimizing need for formal training

n *Increased productivity* and usage of the solution as employees are engaged

n *Acceleration of employee time* to competence with Guide Me

n *Empowerment of employees* to learn as they work

n *Error reduction* while improving accuracy and integrity of information

n *Avoid the need for employees to get slowed down* focusing on the technical aspects of operating the software

n *Improve speed of employee use* of solution through intuitive user interface and GuideMe wizards

About GRC 20/20 Research, LLC

GRC 20/20 Research, LLC (GRC 20/20) provides clarity of insight into governance, risk management, and compliance (GRC) solutions and strategies through objective market research, benchmarking, training, and analysis. We provide objective insight into GRC market dynamics; technology trends; competitive landscape; market sizing; expenditure priorities; and mergers and acquisitions. GRC 20/20 advises the entire ecosystem of GRC solution buyers, professional service firms, and solution providers. Our research clarity is delivered through analysts with real-world expertise, independence, creativity, and objectivity that understand GRC challenges and how to solve them practically and not just theoretically. Our clients include Fortune 1000 companies, major professional service firms, and the breadth of GRC solution providers.

Research Methodology

GRC 20/20 research reports are written by experienced analysts with experience selecting and implementing GRC solutions. GRC 20/20 evaluates all GRC solution providers using consistent and objective criteria, regardless of whether or not they are a GRC 20/20 client. The findings and analysis in GRC 20/20 research reports reflect analyst experience, opinions, research into market trends, participants, expenditure patterns, and best practices. Research facts and representations are verified with client references to validate accuracy. GRC solution providers are given the opportunity to correct factual errors, but cannot influence GRC 20/20 opinion.