Business Continuity Software from Continuity Logic

Powering business continuity leaders as they protect and enhance their organisations' value

Introduction

Continuity Logic has been at the forefront of business continuity management (BCM) software since 2006. The company's software is now deployed with some of the world's largest corporations and leading brands, supporting often highly sophisticated requirements. It is also deployed with a wide range of mid-sized organisations who want a more immediate 'out-of-the-box' solution for their needs. Both see our software as a way to future-proof their investment of both time and money through delivering not only capability for today's requirements but also for tomorrow's possibilities.

The needs of BCM, and the broader domain of Integrated Risk Management (IRM), are year by year becoming more demanding. This data sheet seeks to explain how we deliver to this need. Continuity Logic has been a Leader in Gartner's BCM software Magic Quadrant for the last four consecutive occasions. It is a recognition of which we are proud as we strive to keep our solution positioned at what we believe to be the pinnacle of our market.

What Makes Continuity Logic Different

There are three central capabilities that we seek to fulfil with our solution. These capabilities act as an important starting point for understanding the power that Continuity Logic may have to offer your own organisation and your role within it.

Data-Driven and Document-Driven BCM

The role of the business continuity leader is changing. Historically, the dominant requirement has been to build and manage a programme from which would come one or more printed business continuity plans. For this, the prime objective of any supporting solution was document creation and management.

But over recent years this has started to change. It is now recognised that an effective business continuity programme gathers and has access to a trove of corporate data, and that this data has the potential to offer an array of insights into risk and operational management. Leading practitioners have embraced this and by delivering on the potential of a data-driven approach have accelerated their value to their organisations.

Continuity Logic provides a core structure and the analytical tools with which to maximise data-driven capability. On demand reports, drill down dashboards, geo-data and what-if analysis all contribute to an unrivalled ability to deliver value to the business.

But alongside all of this the appearance, quality and usability of a business continui-

KEY FEATURES

- ♦ Dashboards and visualisations
- ♦ Data analytics
- ♦ Clean, modern, intuitive interface
- ♦ GuideMe technology for user prompting and help
- ♦ Out-of-the-box templates
- ♦ BIA flexibility
- ♦ Complete BC programme control
- ♦ Flexible reporting
- ♦ Unrivalled customisability
- ♦ Extensive security and management controls
- ♦ ServiceNow® connectivity
- ♦ Notification system connectivity
- ♦ Application extensibility

ty plan remains a yardstick of success. And Continuity Logic delivers **boardroom-ready documentation in the exact corporate branding of the user organisation**. Data may be where the value resides, but quality documentation, on the boardroom table and in the hands of users, is the critical first impression.

Total Engagement Across the Organisation

The value of involving as many parties as possible in business continuity, and risk management in general, is well recognised. For example:

- The role and mission of business continuity should be understood at a high level by everybody

- Staff should know at least the basics of what to do in an emergency, and know where to find the detail when they need it

- Those who have specific knowledge should be able to contribute to the programme, regardless of their normal role, even if only for a few minutes per year

- Senior executives should engage with the data that their business continuity programme makes available—whether a set of compliance dashboards for a board meeting or the ability to pose what-if questions re. operational improvement

Most BCM solutions have failed to deliver on this and end up as a centralised repository used by a select few. Continuity Logic addresses this through two primary mechanisms. First, we have implemented our 'GuideMe' approach which literally takes the user step-by-step through the items they need to complete (see screen below). Second, we provide a level of customisability (see Customisation on Demand) which means that every aspect of the solution can reflect your own organisation's methodology. So the solution looks familiar while fitting with the business flow and structures of even the most complex organisations. This provides an unmatched level of usability with which to deliver a step change around resilience.
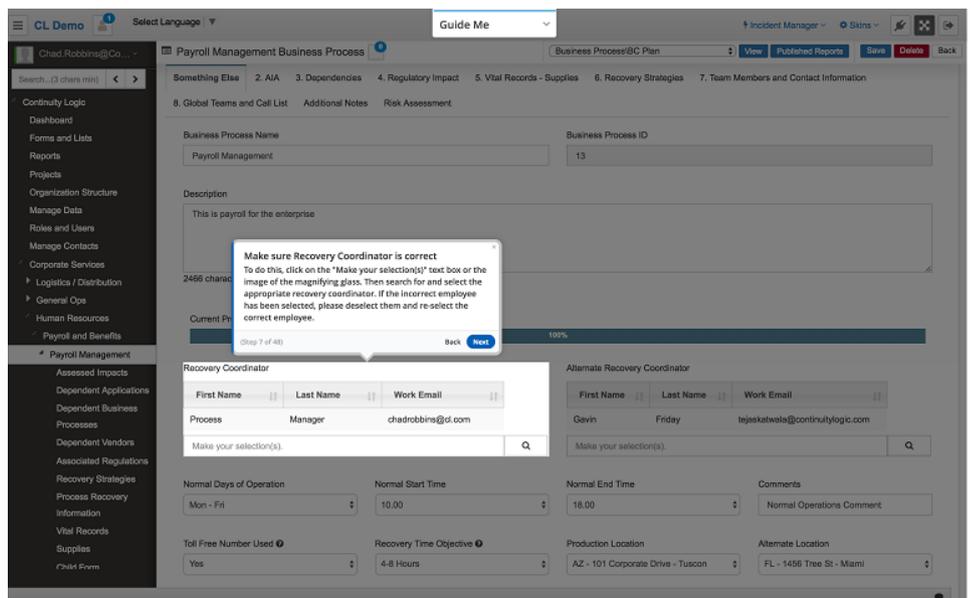

Figure 1: GuideMe takes a user step-by-step through completing a form

Power Out-of-the-Box with Customisation on Demand

Our Continuity Logic clients fall into two categories: those who want a solution to be implemented quickly and then improved over time, and those who know the detail of what they want from day one and need to match that. We deliver for both.

Clients who want a quick return on investment tend to start with one of our out-of-the-box templates. These provide different approaches to a BCM programme and allow the user to select that which most closely matches their needs. But key is that these clients are not then constrained by their initial decisions. As they learn over time and wish to add further data items, or maybe adjust the plan layout, the process is simple.

On the other hand, users who have precise and exacting requirements are equally well catered for. These are typically larger, more complex organisations that have learned over time, and often extensive experience, that a specific BCM programme methodology is essential for their success. Continuity Logic can deliver exactly what they want and, importantly, without any software code amendments or additions.

The Solution Areas

Business Impact Analysis

The business impact analysis (BIA) establishes the foundation of an organisation's business continuity program. The Continuity Logic solution allows for questionnaire input to be secured from occasional users through the use of our form guidance (GuideMe) technology. This takes the user step-by-step through the process, explaining what is required at every point.

Once the data entry is complete the full power of our data-driven capability is unleashed, providing for the detailed mapping and analysis of the relationships between products and services, business activities and resources. Through this, users can better understand not only the management of disruption but also the potential for process improvement.
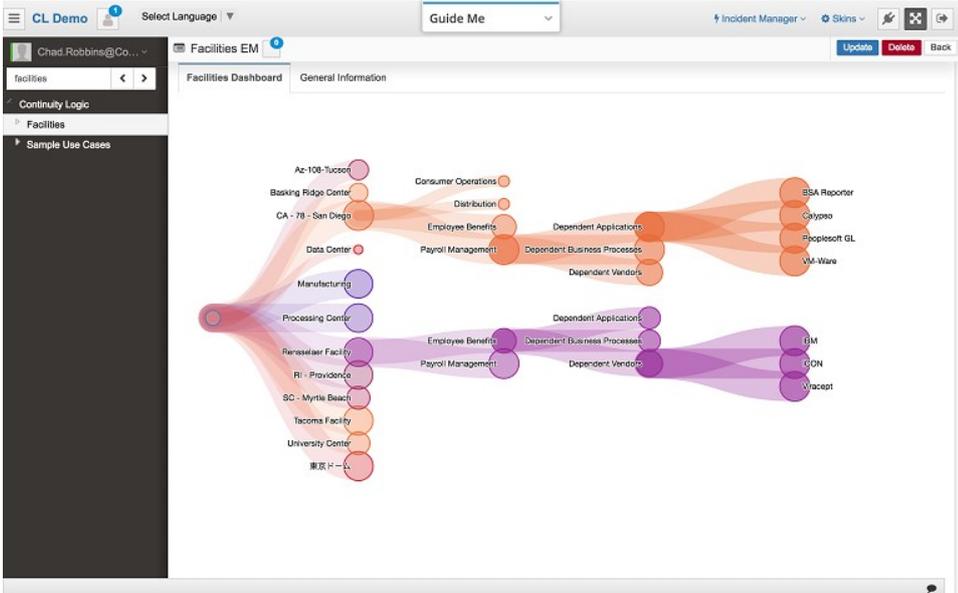

Figure 2: BIA dependencies visualised over multiple levels

DATA-DRIVEN

BOARD-READY DOCUMENTS

POWER OUT-OF-THE-BOX

CUSTOMISATION ON DEMAND

TOTAL ENGAGEMENT

Business Continuity Planning

Plans need to be easy to understand, easy to use, and helpful at the time of an incident. For this they need to be clear, attractive and available on any device, desktop or mobile. They also need to be perfectly presented in your corporate style and branding, for delivery to the boardroom table.

IT DR Planning

Organisations often rely on separate systems for business continuity and IT disaster recovery. This is not only unnecessary but also surrenders one of the key benefits of being able to map business processes and requirements right down to specific items of infrastructure or capability, be that an IT application and/or a specific virtual or physical server. Continuity Logic brings all the required functionality, including synchronisation with common configuration management systems (eg. ServiceNow) to deliver every aspect of BC and IT DR planning plus the ability to integrate the two for viewing through a 'single pane of glass'.

Risk Assessment

Whether used by Risk professionals or by locally trained personnel, risk assessment and management is a core part of many BCM programmes. Continuity Logic's capability to deliver customised inputs and outputs allows for any risk management programme to be embedded within the software and then completed, as with the BIAs, through our guidance system.

Vendor Assessment

Vendor Risk Management (VRM) programs help organisations manage the risks of third-parties with adequate controls for vendor performance, viability, security and data protection. Failure to comply with these mandates can have significant audit-related and, for some industries, regulatory repercussions. Continuity Logic delivers a powerful mechanism through which to track, assess and report on vendor compliance across all of these areas.

Testing and Exercising

The most effective way to improve a BCM programme is to test it, either round a desk or for real. But much of the value of this is lost unless the outcome of each step is recorded and the lessons learned documented and fed back through an improvement loop. Continuity Logic integrates this process tightly into the overall BCM programme, enabling a level of learning from each valuable exercise that would otherwise be difficult to secure.

Incident Management

This may or may not fall within the remit of the BCM programme, but either way it is a discipline for which tight integration with the business continuity planning process is invaluable. Continuity Logic has developed a powerful process-driven approach to supporting incident management. The overall incident objective and its dependent activities are tracked in real time on the screen with clocks showing a count up from the incident start and a count down toward the required recovery time objective (see screen on next page).

Notification services

The ability to reach employees and other stakeholders during an incident has now become standard practice for many employers. In order to make this process as simple of possible Continuity Logic has developed integration plug-ins to the leading vendors of such solutions. This means that the contact data as managed in the Continuity Logic solution can automatically update, in real time, your notification tool of choice.
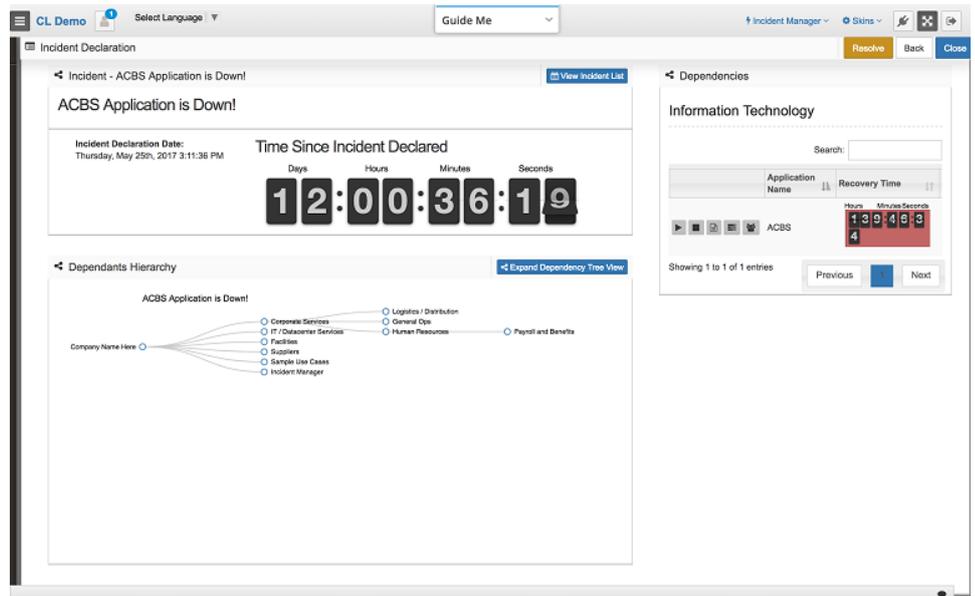
Figure 3: An incident has been triggered and the recovery process is underway

Third party systems integration

Powerful BCM programmes depend on capturing a wide array of corporate data and then understanding the relationships between each element. This is impractical to achieve through manual data collection or re-keying, and difficult even with periodic data uploads. What is required is API (application programming interface) integrations between the BCM software and the different corporate data sources within the user organisation. Continuity Logic delivers this capability through what we believe to be the most comprehensive set of APIs in the market today. This is a key requirement for delivering a data-driven BCM programme.

Programme Management

Business continuity is not a one-off project but a programme which repeats and improves over time. Such an endeavour needs close management and Continuity Logic provides a wide range of programme management tools which keep activities on track, contributors in line, and provide visibility for chosen stakeholders regarding overall (eg. through dashboards) or detailed (eg. through reports) progress.

Data Analytics

When fully deployed your Continuity Logic system can contain a vast amount of corporate data, covering a wide range of operational functions. Your challenge is to gain insights and therefore value from this 'data lake'. We enable you to step up to that challenge through a wide range of analytical and reporting techniques which, taken together, **convert potential value into actual value**.

Extensibility – Integrated Risk Management

We have described here the capability for Continuity Logic to deliver against the most powerful of BCM programme needs. But, where required, our solution can go beyond this into providing the highly specific data capture and analysis for any feasible risk-related project. This is achieved through our solution's Designer capability. Here, Continuity Logic or a trained systems administrator within the user's own organisation can create entirely new system capability that, in conventional BCM products, would require extensive coding. This means that new risk management capabilities are close to instantaneous while development costs are almost entirely eliminated. We believe that this 'zero code' capability is unique to Continuity Logic.

HOSTING & SECURITY

- ◆ IBM Cloud

- ◆ Capacity and capability bursting

- ◆ Compliance: COBIT, ISO 27001, NIST SP 800-53

- ◆ N+1 redundancy for power, network and HVAC

- ◆ Security independently validated within SOC 2 Type II and ISO 27001

- ◆ Alerting and monitoring

Hosting & Security

Security and Risk Management

Software capability is one thing. A safe, reliable and secure environment in which to utilise this software is another. We entirely recognise this and from extensive operating experience and have developed the Continuity Logic Security Framework using established SaaS best practices. Key facets of this framework include:

1. Customer Trust and Protection—focusing on the privacy and confidentiality of the stored data

2. Availability and Continuity of Service—ensuring uninterrupted use of the service for all authorised individuals

3. Information and Service Integrity—ensuring that customer information is never corrupted nor inappropriately altered

4. Compliance with Standards—the alignment of process and controls with current international regulatory and best practice guidance. In particular, we leverage standards including COBIT and align our practices with ISO 27001 and NIST SP 800-53

In order to ensure we protect the data entrusted to us, we have implemented an array of security controls as described below. These are designed to minimise risk while allowing for a high level of employee efficiency.

Data Centre Security

Continuity Logic product infrastructure is housed with IBM Cloud. IBM's world-class data-centres leverage the most advanced facilities infrastructure for services including power, networking, and security. Uptime is guaranteed between 99.9% and 100.00%, and the facilities ensure a minimum of N+1 redundancy to all power, network and HVAC services. Access to data-centres is highly restricted for both physical as well as electronic access through public (internet) and private (intranet) networks in order to eliminate any unwanted interruptions in service.

Data centre security protections, including continuity and recovery plans, have been independently validated as part of IBM's SOC 2 Type II and ISO 27001 certifications.

Network Security and Perimeter Protection

The Continuity Logic product infrastructure is built with internet-scale security protections in mind. In particular, network security protections are designed to prevent unauthorised network access to and within the internal product infrastructure. These security controls include enterprise-grade routing and network access control lists.

Configuration Management

Automation drives Continuity Logic's ability to scale with customers' needs. The product infrastructure resides within a highly automated environment that flexibly expands both capacity and capability as needed. All server type configurations are embedded in images and Puppet configuration files. Server-level configuration management is handled using these images and configuration scripts. Changes to the configuration and standard images are managed through a controlled change management process. Each instance type includes its own hardened configuration, depending on the deployment type.

Patch management and configuration control is typically handled by removing server instances that are no longer compliant with the expected baseline and provisioning a replacement instance in its place.

Alerting and Monitoring

Not only do we automate our build procedures, we have also invested heavily in automated monitoring, alerting and response technologies. In particular, error rates, system impairment, and other anomalies trigger automatic alerts to the appropriate engineers for response and correction. If unexpected or malicious activity occurs, systems bring in the right people to ensure that the issue is rapidly addressed.

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