

Continuity Forum Directory of Suppliers

Continuity Forum Directory of Suppliers provides valuable information and contact details of Continuity Forum supplier members in the business continuity and disaster recovery sector in Australia.

GOLD SUPPLIER MEMBERS

Hewlett-Packard Australia Pty Ltd

Hewlett-Packard is a leading global provider of computing, internet, and intranet solutions that are recognised for excellence in quality and support.

Hewlett-Packard has worked in disaster-recovery and business-continuity for over 15 years. HP has 44 recovery facilities worldwide. Our customers and facilities are located in Africa, Asia, Australia, Latin America, North America, the Middle East and Europe.

The size of HP's organization is one of our attributes. Not only are our customers guaranteed global services, they're reassured by our strong understanding of multivendor, business critical environments.

HP offers a spectrum of data recovery services with recovery times ranging from minutes to days to fit the value and needs of each of your business processes. HP's office recovery centres allow you to resume call centre functions and other office-related business processes following a disaster.

For more information contact:
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Website: www.hp.com.au



i n v e n t

IBM Australia

With IBM you can develop and implement a flexible risk management program to help meet your compliance and availability requirements.

We provide comprehensive business continuity and security solutions that enables the seamless delivery of commercial operations before a small incident or after a full scale disaster. Our range of service is tailor-made to meet your critical business needs – covering the entire spectrum, including business continuity consulting, integrating hardware and software, managing the security of your network, providing duplicate systems for recovery, and accessing alternative facilities for your employees and clients.

With our acquisition of Classic Blue, a specialist provider of Business Continuity services, we have increased our skills, provide greater multivendor coverage, and have 11 recovery locations in A/NZ.

Essential experience for when it counts:

- Over 35 years of business continuity experience
- More than 300 business continuity clients
- 11 Australian and New Zealand specialist recovery centres including Adelaide, Auckland, Ballarat, Brisbane, Melbourne, and Sydney.
- Almost 1,400 shared and dedicated end-user positions
- Extensive mid-range and Wintel servers available for client use
- Technical support for all popular mid-range platforms including HP, IBM, and Sun
- Single service provider offering the most comprehensive range of end-to-end solutions.

For more information contact:
Your Classic Blue or IBM sales representative, or
Deepak Ramanathan, Marketing Manager -
Business Resiliency and Continuity Services
Email: deepakr@au1.ibm.com
Website: www.ibm.com/au/resilience



classicblue

GOLD SUPPLIER MEMBERS continued

PricewaterhouseCoopers

PricewaterhouseCoopers is a global leader in developing and implementing crisis management and business continuity solutions. We offer innovative solutions across the Business Continuity Planning (BCP) lifecycle; including "Fast Track" crisis management simulations, BCP health checks, impact assessments and BCP project office. We tailor our solutions to suit the client's culture, operations and environment to achieve tangible benefits with speed and efficiency.

In the past two years, PricewaterhouseCoopers Australian BCP Team has helped over 100 clients develop their own capabilities using an approach that addresses the three critical components for effective crisis management and business continuity:

People + Plans + Infrastructure = Continuity Capability

To discuss how PricewaterhouseCoopers can assist with developing or validating your crisis management and business continuity capabilities please contact us.

For more information contact:
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Website: www.au.pwcglobal.com

PRICEWATERHOUSECOOPERS 

SILVER SUPPLIER MEMBERS

Deloitte

Deloitte has a dedicated business continuity management (BCM) team within our Enterprise Risk Services group, reflecting our conviction that BCM is an integral part of best practice risk management.

Our methodology employs a top-down consultative approach with a strong business focus, concentrating on "business process protection" as opposed to "data centre and technology protection".

Our specialised services cover all elements of BCM: risk assessment, business impact analysis, business survival strategy selection and development, business continuity plan development, implementation, testing, training and quality control. In addition we can assist with overall risk management approaches, alignment with internal audit reporting, regulatory understanding and risk project management.

Enterprise Risk Services is a global group and provides a seamless service across related areas of operational risk management, both nationally and internationally.

For more information contact:

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Deloitte

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Website: www.deloitte.com.au



Interactive

Interactive is one of Australia's leading Hardware Maintenance and Disaster Recovery (DR) service providers. We have been providing DR services to the Business Continuity Market for over 10 years and currently provide these services to over 1000 clients nationally from our 3 purpose built multi-subscriber / dedicated DR services in Sydney, Melbourne and Brisbane for the following equipment:

- Mainframe / Mid-range equipment
- Intel servers / PC LAN
- call-centre / office environments
- PABX

Subscribing to Interactive's DR Services allows businesses to minimise further loss after the disaster has occurred by providing IT and office infrastructure that enables recovery of critical functions. Choosing Interactive as a DR Service provider gives you access to test your business continuity plan as well as access to our skilled engineering staff during testing or in a disaster who are always on hand to assist with any hardware or software issues.

For more information contact:

Simon Durkin, Sales Director

Interactive

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Website: www.interactive.com.au



Mitigator Pty Limited

Mitigator® is an easy to use software tool developed and supported within Australia to update, simplify and standardise your business continuity documentation. Mitigator® has been designed to take the frustration out of your business continuity planning. Our hands-on experience maintaining multiple plans across organisations using Word and Excel has resulted in a system that is both effective and affordable. And, by keeping it simple and flexible, you won't need to make any major changes to your current approach.

Recently, Mitigator® was purchased by the Commonwealth Bank of Australia after extensive evaluation. The Bank specifically chose Mitigator® because it enhances their business continuity framework in a more demanding regulatory environment by providing:

- Greater standardisation over strategies and plans;
- Improved audit and review capabilities;
- The flexibility to choose between reporting across the whole of the business, or filtered by organisational unit;
- Consolidated business requirements for disaster recovery; and
- Efficiency gains in plan maintenance.

Mitigator® has a web user interface and can be installed to run on your Intranet. Alternatively, we can host it for you remotely.

For more information contact:

Andrew Tapp, Director

Mitigator Pty Ltd

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Website: www.mitigator.com.au



SILVER SUPPLIER MEMBERS continued

ResumeIT Pty Limited

ResumeIT was formed in April 1997 by the two principal and senior consultants, Andrew Darby and Phil Kinch.

These two consultants have over 60 years combined experience in business and information technology. Since its inception ResumeIT has become one of the leading specialist disaster recovery and business continuity management (BCM) companies in Australia. ResumeIT also offers a range of software and product sales that complement its range of business continuity management services, including the award winning Shadow-Planner, which ResumeIT believes is the best Business Continuity Management tool on the market today.

In addition, ResumeIT consultants have delivered training courses on behalf of Continuity Forum Pty Ltd and other specialist training organisations.

ResumeIT provides specialist consultancy services in:

- Business continuity management
- Disaster recovery planning and testing
- Business and information technology risk management
- Information technology service management
- Data centre management
- Project management

For more information contact:

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ResumeIT

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Website: www.resumeit.com.au



Telstra

Telstra's enterprise wide management solutions can assist with your business continuity, network resilience, disaster recovery, information and network security needs.

Telstra offers a range of solutions and services to help provide continuous operations as well as help you focus on your core business.

These include:

- Business Resumption Service –
(a customised telecommunications resumption plan for critical customer services)
- Hosting Services
- Information Storage Solutions
- Antivirus Services

KAZ is the largest Australian owned information and communications technology (ICT) company. An independently managed subsidiary of Telstra Corporation, we combine the strengths and networks of Australia's leading communications company with KAZ's 30-year track record in providing flexible IT and business process solutions. Our services help business and government grow and become more flexible while reducing cost, complexity and risk. We focus on providing solutions that meet our clients' needs today while leaving room to realise the opportunities of tomorrow.

These include:

- Business Impact Analysis
- Business Continuity strategies and plans
- Business Continuity plan testing
- Disaster Recovery strategies and plans
- Disaster Recovery testing
- High availability solutions

For more information on Telstra contact:

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Locked Bag 6674, Sydney, NSW 1100

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Website: www.telstra.com

For more information on Kaz contact:

Peter Voysey, Mng Business Continuity & Governance

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Email: peter.voysey@kaz-group.com

Website: www.kaz-group.com



SILVER SUPPLIER MEMBERS continued

Uecomm Pty Ltd

Uecomm is the recognised high capacity data specialist for business; Delivering leading price-performance benefits across a range of High-speed fibre based broadband data solutions to corporate, government and wholesale customers nationally.

We are a focused team of specialists with a core expertise in large capacity data delivery. Our intimate knowledge of data technology together with our reputation for high reliability networks and customer service excellence ensures we will be both attentive and responsive to customers business needs and strategic objectives.

Uecomm can deliver a diverse range of data services, including Ethernet VLAN, managed data services, VoIP and Wave Division Multiplexing (WDM). Our Metro Wave (WDM) service is ideally suited to DR and storage area Networks, providing the core managed infrastructure to enable business continuity and disaster recovery solutions using Fibre Channel, Ethernet, ESCON, FICON or FDDI. Uecomm has been delivering managed WDM solutions to Australian businesses since 1998.

Uecomm is a separate specific business unit of the SingTel Optus group of Companies, and a wholly owned subsidiary of Optus Networks Pty Ltd.

For more information contact:

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Uecomm Pty Ltd

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Website: <http://www.uecomm.com.au>



BRONZE SUPPLIER MEMBERS

Bruce Edwards and Associates

Bruce Edwards and Associates was founded in July 2000 as a consulting organisation specialising in business continuity. Its principal, Bruce Edwards, was formerly General Manager of Data Security Services, an organisation operating in Sydney and Melbourne which was engaged in the offsite storage of computer data and the provision of consultancy services in IT back up and disaster recovery.

Bruce Edwards and Associates operates as a virtual consultancy, bringing together experts in the various disciplines of business continuity, such as crisis management, incident and emergency response planning, computer security, data storage, as the need arises.

As Managing Consultant, Bruce Edwards has over 14 years of experience in business continuity, is the developer and owner of the methodology used and has completed over 50 consulting assignments in areas such as:

- IT back up and operational reviews
- Vital records analysis
- Business impact analysis
- Development of corporate wide strategic plans
- Creation of business continuity plans
- Development and reviews of testing procedures

For more information contact:

Bruce Edwards, Managing Consultant

Bruce Edwards and Associates

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Classic Blue Solutions Pty Ltd

Classic Blue provides business continuity facilities and support, as well as business continuity consulting services. Facilities cover both IT processing as well as workplace recovery and non-DR related uses such as training and overflow.

Being a multi-platform services provider, Classic Blue offers services on all major midrange platforms including Hewlett Packard (Compaq, Digital Equipment Corp, HP), IBM (Mainframe, RS/6000 and AS/400), Sun Microsystems and Wang, as well as the full range of Intel-based servers.

Classic Blue is a mature provider of services and facilities, offering enviable flexibility, security and peace of mind. Classic Blue provides secure, high-availability facilities suitable for continuous, primary or secondary site processing in Sydney, Melbourne, Brisbane and Adelaide. In Australia Classic Blue offers the widest geographic coverage of any provider. With a capacity exceeding 1000 positions, it is also one of the largest workplace recovery providers.

BRONZE SUPPLIER MEMBERS continued

For more information contact:
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Fulcrum Risk Services PTY LTD

Fulcrum Risk Services Pty Ltd is an Australian business risk management company. Fulcrum draws together a team of risk specialists to provide pragmatic and effective risk management services in the following areas:

- Operational Risk
- Business Continuity
- Crisis Management
- Asset Risk Management

We work with clients in the assessment, prevention and response to business risks and critical incidents and provide practical solutions to unique risk issues: In doing this, our goal is to provide high quality, value-added professional services and advice to clients that will 'make a difference'.

With this approach and our extensive risk management experience the benefits that we bring to our clients include:

- An unclouded approach to risk management that is focused on straightforward solutions, project delivery, value for money and client satisfaction.
- A Team with extensive real world consulting and training experience to enhance the transfer of skills and knowledge to client staff.
- Detailed knowledge of the Australian risk management environment and marketplace, enabling us to create relevant and practical client solutions.
- Independence from any major service or system providers.

For more information contact:
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Hansen Technologies

Hansen Technologies is a major supplier of disaster recovery and business continuity services. Hansen has been providing these services since 1988 and maintains fully equipped Recovery Operations centres in Sydney and Melbourne. These centres are managed by the Contingency Planning Manager and contain backup systems, redundant infrastructure and communications links to cater for client specific recovery needs.

Hansen has a comprehensive Disaster Recovery policy that is part of our Quality procedures and risk assessment processes. This policy is based around dynamic business resumptions plans, which are tested annually as a minimum, at Hansen's Disaster Recovery sites. This service is offered to all Hansen customers either on a dedicated or shared service basis.

For more information contact:
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Website: www.hsntech.com

Imminent Events

Consulting services in all aspects of Business Continuity Management are available including:

Business Impact Analysis: Companies participate in facilitated interviews to identify critical business functions, critical IT systems and current risks and threats across the entire organisation. A comprehensive report is provided to management, summarizing the risks and threats and making recommendation on mitigation. The report also ranks business functions and departments to assist in decisions supporting recovery priorities and objectives.

Plan Development: Design and implementation of Disaster Recovery plans for all platforms, from stand-alone servers through to complex large systems. Establishment of Business Continuity Plans, training of plan business owners and education across an organisation to ensure staff are prepared to respond in a crisis. Testing of all plans is carried out and independent auditable reports are provided to management.

Alternate Data Centres: Site selection and relocation management, commissioning, audit and testing of recovery to achieve recovery time objectives.

Data Centre Infrastructure: Risk identification, management of consultant engineers and project management

Office Recovery Planning: Site selection, plan development, commissioning and testing to achieve recovery time objective

Emergency and Crisis Management Teams: Establish, develop and train key staff to manage a company through a crisis and effectively handle communication with key stakeholders including staff, clients, suppliers and media.

For more information contact:
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BRONZE SUPPLIER MEMBERS continued

LINUS Information Security Solutions

Linus Information Security Solutions Pty Limited (Linus) is an Australian owned and operated company, established in 2001, specialising in:

- Business Continuity Management (BCM)
- Information Security Management (ISM) solutions.

Linus employs a unique coaching, facilitation and mentoring approach backed by world leading methodologies and software. We empower our customers with the necessary skills, knowledge and supporting tools to not only deliver on immediate priorities, but to provide ongoing quality capabilities within the organisation.

The Linus BCM methodology and supporting software tool Revive have been developed by accredited BCM Practitioners, based on over 30 years collective experience in delivering BC professional services. Linus' proven methodology has evolved through extensive practical BC experience as well as taking into consideration the generic framework and standardised approaches described in:

- Standards Australia Business Continuity Management Handbook (HB 221:2003)
- BCM Good Practice Guide as developed by the Business Continuity Institute (UK)
- Standards Australia Risk Management Standard AS4360.

Linus' key differentiators are:

- We use a coaching, mentoring and facilitative approach to BC with a focus on empowering clients to manage their ongoing BC processes.
- We use highly experienced and accredited practitioners.
- We supply the highly regarded end-to-end BCM software, Linus Revive, which guides you through a structured process from BIA through to the development of costed strategies, emergency response, recovery procedures and finally testing. Revive is used extensively across a diverse range of industry and Government sectors and is widely regarded as the "BC practitioner's tool". Even Emergency Services and the Police use Revive.
- Our analysis process is business-driven, with complete support for resource dependencies, including IT systems and related DR processes.
- We provide in depth methodology support for all BC processes, from workshop facilitation guides and training materials to email correspondence and management signoffs. We even license our methodology to BC consultancies around the world.

For more information contact:
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OpsCentre

Size isn't everything. In fact, when it comes to IT consulting, small may actually be better. At OpsCentre, we know the score, so we try harder. We know our major benefits lie in delivering the range of consulting services that our much larger competitors do, but at more affordable rates, in a far more personal way. Our clients testify to our excellent service, and love the fact that they we deliver solutions that truly meet their business requirements. We specialise in Disaster Recovery, Business Continuity, Crisis Management, Security Management and Service Management solutions. We deliver practical, implementable and cost-effective solutions for our clients, on time, and budget – always with our clients' best interests in mind, not our own. And our services are geared to meet local and international standards, and relevant legislation in the various industries in which we operate – public or private sector.

We are an Endorsed Supplier (ESA) to the Australian Federal Government, a member of the NSW State Government Panel as a preferred consultant for DRP and BCP services, one of only four such vendors, from 149 applicant companies.

And finally, yes, we're solid. We've been established since 1997, with satisfied clients spanning Federal, State and Private enterprise - Australia-wide.

For more information contact:

Rod Crowder, Director

OpsCentre

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Website: www.opscentre.com

Tengri Pty Ltd

We have a very experienced team to assist in operational risk, crisis management and business continuity management. From mentoring your staff to doing the planning, we believe in working with you to develop your business's plans. We have business management and IT backgrounds to help bridge the void.

Our clients vary in size and industry and include SME's and leading banking and finance groups and companies.

Our methodology is top-down, focusing on business risk. Together with our experience, we can establish a strategy and develop quality plans quickly.

For more information contact:

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Website: www.tengri.com.au

BRONZE SUPPLIER MEMBERS continued

WorleyParsons

Products and Services Offerings:

- Location specific critical infrastructure, security, risk and business continuity assessments
- Emergency, crisis and business continuity risk identification and planning
- Business interruption and impacts assessments and planning
- Quantitative and qualitative business risk analysis

International Service Offerings:

- Existing systems and gap analysis audits
- Integrated system development
- Site (Incident Control)
- Local Management (Emergency Response)
- Group Management (Emergency Management)
- Emergency / Crisis / Security Management Plans and Procedures development
- Response architecture development

Business Activities Include:

- Business Impact Analysis
- Risk Management
- Disaster Recovery Services
- Security Systems and Equipment - IT
- Crisis Management Consulting
- Environmental Control / Services
- Personnel Related Security
- Security Systems and Equipment
- Training
- Emergency Support Services
- Information Security
- Fire Protection

For more information contact:

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WorleyParsons

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Continuity Forum User Members include:

AAMI Limited • Accident Compensation Corporation • ACT Department of Justice and Community Safety • Adelaide Bank Ltd • AGIMO • Airservices Australia • AMP Ltd • ANZ Banking Group Ltd • Attorney-General's Dept • Auckland City Council • Australia Post • Australia Broadcasting Corporation • Australian Electoral Commission • Australian Federal Police • Australian Prudential Regulation Authority • Australian Securities and Investments Commission • Australian Taxation Office • Bank of New Zealand • Bank of Queensland • Boehringer Ingelheim Pty Ltd • BOS International • Brisbane City Council • Centre for Critical Infrastructure Protection • Centrelink • Child Support Agency • Coles Myer Ltd • Commonwealth Bank of Australia • ComSuper • CS Energy Ltd • Department for Administrative and Information Services (SA) • Department of Defence Corporate Services & Infrastructure • Department of Foreign Affairs and Trade • Department of Human Services (VIC) • Department of Immigration & Multicultural & Indigenous Affairs • Department of Internal Affairs (NZ) • Department of Parliamentary Services • Department of Premier and Cabinet (VIC) • Deutsche Bank • Energy Australia • Eraring Energy • Ergon Energy • First Data International • Gallagher Bassett Services Pty Ltd • Genworth Financial • Goldman Sachs J B Were (NZ) Ltd • Gold Coast City Council • Industrial Research Limited • InTACT Act Government • JP Morgan • Manukau City Council • Medicare Australia • Metropolitan Fire Brigade • Monash University • Nestle – Global Business Excellence • New Zealand Defence Force • NRMA Motoring and Services • NSW Department of Health • NSW Lotteries Corp • NSW Treasury Corporation • Optus • Powerco Ltd • QLD Audit Office • Queensland Health • Queensland Rail • Rabobank Australia Group • Reserve Bank of Australia • Reserve Bank of New Zealand • SBS • Shared Information Solutions • Stanwell Corporation Ltd • State Street Australia Ltd • Statistics New Zealand • St George Bank Ltd • Telecom New Zealand Pty Ltd • Television New Zealand • The Finance and Treasury Association Ltd • TRUenergy • Trustees Executors • University of Western Sydney • Victoria Police • Visions Super Pty Ltd • Vodafone Australia • Westfield Limited • Woolworths Ltd

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