

# Press Release



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## **bmi implements new incident management and alert notification system**

London Heathrow's second largest airline, bmi, has implemented a new incident management and alert notification system at its Emergency Response Centre at London Heathrow and its Operations Control Centre at Donington Hall, Derby. The system will be used by between 10 and 25 staff, to help manage and control the company's complete incident management and emergency response process.

The new system was implemented by Safeguard 999, a UK-based provider of business continuity, disaster recovery and incident management IT and communications systems. Ruth Pucci, Special Assistance Team Manager and part of the Emergency Planning Department at bmi's Training Centre in Heathrow commented: "Our previous alert notification system was limited in terms of functionality, did not meet our growing needs as a business and was not particularly user-friendly."



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“The new system from Safeguard 999 not only includes alert notification software, but also enables us to manage our complete emergency response process. We will also use the system for operational incidents such as technical delays. The overall integrated package is both resilient and easy-to-use. Our emergency response and operations staff require less than one days’ training before they’re ready to use it.”

“As far as keeping our business running and managing crises are concerned, the new system will save us valuable time and, should an emergency situation occur, will also ensure that we can provide full documentation, traceability and post-event analyses. The software also provides us with a framework to command, control and coordinate all our emergency resources, regardless of their geographical location,” added Pucci.

bmi is using two Safeguard 999 products, integrated into a single application. The first of these products, Crisis Commander<sup>®</sup>, is an easy-to-use application that is based upon a standard methodology for business continuity management. The software provides a framework and communications infrastructure to enable companies to notify, mobilise, execute contingency plans and to work effectively as a team. Team members have access to the most critical crisis management functions.

Features of Crisis Commander<sup>®</sup> include built-in set up assistance for CMT and BC managers; the ability to manage and activate BC plans; advanced emergency notification system; unlimited storage for contact lists; integrated capability for rapid crisis communication; automatic activity log; log analysing and filtering; built-in emergency web page for media/press announcements; meeting tool with pre-set and dynamic agendas; bulletin board for the CMT; system interface enables access via PCs blackberry and smart phones; Mission Control Centre for handling of crises across organisations; built-in distribution system for sharing of plans within a group; excellent administrative functions to simplify BCM maintenance; and automatic update scheduling feature for plans, contact lists, etc.

The second application is Alert Cascade<sup>®</sup>, an automatic alert notification system that is fully integrated to Crisis Commander<sup>®</sup>. Russell Pearson, Managing Director at Safeguard 999 commented: “Our solutions are all about expecting the unexpected. Companies that

implement our software do so because they require systems to manage crises and keep their operations running at all times. We have customers from every type of industry, including both public and private sector companies. Some of the biggest strengths of our products are that they are conceptually very straightforward, but are also very resilient, cost effective and scaleable.”

Over 200 clients worldwide are now using Crisis Commander<sup>®</sup> to protect their business, including Nissan, Siemens, Bosch, Aviva, Royal Berkshire Fire & Rescue Service, and City of London ‘Safer City Partnership’.

For more information on Safeguard 999’s range of business continuity and disaster recovery solutions, please call the sales department on 0207 112 1512 or email:

[russell.pearson@safeguard999.co.uk](mailto:russell.pearson@safeguard999.co.uk)

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**Note to Editors:**

**About Safeguard 999:**

Safeguard 999 ([www.safeguard999.co.uk](http://www.safeguard999.co.uk)) is the EMEA technology services division of Safeguard Communications (UK) Ltd. The company specialises in a suite of software communication and collaboration solutions for Business Continuity, Disaster Recovery, Crisis Communications, Operations Management and Control Room environment.

Natural disaster, emergency incident, IT systems failure, product recall, the impact of terrorist or criminal activity, damage to reputation or brand-name; a crisis means different things to different people; what is common however, is the need to react and manage your way back to normality as quickly as possible. Many leading international and UK based public and private sector organisations trust Safeguard 999 to provide them with 'high availability' secure applications that reduce the time between knowing about a mission critical situation and doing something about it.

Safeguard 999 delivers solutions that have been used successfully in the aftermath of the Asian Tsunami disaster, during the 7/7 London bombings and for response, collaboration and recovery from factory fires, power failures, severe weather, IT-disasters, supply chain issues and numerous other incidents across the globe.

**About bmi:**

bmi is the second largest airline at London Heathrow, one of the world’s busiest and best connected airports. Across its full mainline and regional network, bmi operates 1,800 flights a week to: Aberdeen; Addis Ababa; Aleppo; Almaty; Amsterdam; Ankara; Antigua; Baku; Barbados; Beirut; Belfast City; Bishkek; Brussels; Cairo; Chicago; Cologne; Copenhagen; Damascus; Dammam; Dublin; Durham Tees Valley; East Midlands; Edinburgh; Ekaterinburg; Esbjerg; Freetown; Glasgow; Groningen; Hanover; Jeddah; Jersey; Khartoum; Las Vegas; Leeds Bradford; London Heathrow; Lyon; Manchester; Moscow Domodedovo; Naples; Norwich; Palma Mallorca; Riyadh; Tblisi; Tehran; Tel Aviv; Venice; Yerevan; Zurich.

bmi is a member of Star Alliance, established in 1997 as the first truly global airline alliance to offer customers worldwide reach and a smooth travel experience. Star Alliance received the Air Transport World Market Leadership Award in 2008 and was voted Best Airline Alliance by Business Traveller Magazine in 2003, 2006 and 2007 and by Skytrax in 2003, 2005 and 2007. The members are Air Canada, Air China, Air New Zealand, ANA, Asiana Airlines, Austrian, bmi, Egyptair, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shanghai Airlines, Singapore Airlines, South African Airways, Spanair, SWISS, TAP Portugal, Turkish Airlines, THAI, United and US Airways. Regional member carriers Adria Airways (Slovenia), Blue1 (Finland) and Croatia Airlines enhance the global network. Air India and Continental have been announced as future members. Overall, the Star Alliance network offers more than 18,100 daily flights to 975 destinations in 162 countries.

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