

New Contingency & Continuity planning software will help make London a safer city

City of London Corporation, which provides local government services for the financial and commercial heart of Britain, the 'Square Mile', has implemented new contingency and continuity planning software at its Emergency Planning Department in London.

The implementation of the new software is a critical step towards a safer London. City of London's 'Safer City Partnership' is a UK-wide initiative whose current objectives include protecting people and businesses against a range of incidents, including pandemics, natural disasters, terrorism, anti-social behaviour, crime against people and economic crime. A team of officers from the City of London Corporation and City of London Police supports the work of the Safer City Partnership. The unit is located within the Security and Contingency Planning Group of the City of London.



The new Software as a Service (SaaS) is called Crisis Commander® and will initially be used to manage and control the City of London Corporation's response to major incidents or any disruption within the Square Mile, such as pandemics, rail accidents, floods and power outages. Peter Jackson, head of the Emergency Planning Department at City of London Corporation commented:

“Our previous emergency planning system was paper-based so we needed to find a software application that would automate our processes and assist us in logging all the critical information relating to a major incident, including when and where incidents occur and actions that were taken.”

Initially, four to six City of London staff are being trained to use the software, although according to Jackson, “more people may be brought in to use the software if or when a major incident occurs”. As well as emergency planning, Jackson explained that the software would also be used for a range of other planning and response functions. As Jackson points out: “If there was a major flood incident for example, we may use the software to contact the relevant individuals within our organisation who are responsible for ordering sandbags and other flood-prevention equipment from local suppliers. Alerting and tasking the appropriate person from within our organisation is a key feature of the software.”

Jackson continues: “The software will speed up our response to emergencies and make our processes more reliable. Crisis Commander cannot be tampered with in any way and so for post-event auditing and evaluation purposes, the software provides crucial evidence for any judicial enquiries. All the incident-related information is there on record, logged by the software.”

“Compared to other emergency planning systems that we evaluated, we considered Crisis Commander to be the easiest to understand, implement and use. The software has a very logical flow to it and this means that we have no concerns about rolling the system out to more users in the future or of training irregular users should we need to bring these in when a major incident or disruption to normal business occurs.”

Safeguard 999, a UK-based provider of contingency and continuity SaaS and DR communication solutions, implemented Crisis Commander at the City of London Safer City Partnership and is also providing full training and support services.

Crisis Commander is an easy-to-use application that is based upon a standard methodology for business continuity and disruption management. The software provides a secure, resilient framework and communications infrastructure to enable companies to

1. notify,
2. mobilise,
3. execute contingency plans and to
4. work effectively as a team.

Team members have access to the most critical crisis or incident management functions.

Features of Crisis Commander

1. include built-in set up assistance for CMT and BC managers;
2. the ability to manage and activate BC plans;
3. advanced emergency notification system;
4. unlimited storage for contact lists;
5. integrated capability for rapid crisis communication;
6. automatic activity log;
7. log analysing and filtering;
8. built-in emergency web page for media/press/staff announcements;
9. meeting tool with pre-set and dynamic agendas;
10. bulletin board for the CMT;
11. system interface enables access via PCs blackberry® and smart phones;
12. Mission Control Centre for handling of crises across organisations;
13. built-in distribution system for sharing of plans within a group;
14. excellent administrative functions to simplify BCM maintenance;
15. and automatic update scheduling feature for plans, contact lists, etc.

More than 200 clients worldwide are now using Crisis Commander to protect their business, including bmi, Bosch, Dun & Bradstreet, Nissan, Norwich Union, Royal Berkshire Fire & Rescue Service, Siemens and Volvo.

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:

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