

Crisis Orchestration

With

Reed Sentinel Response

Risk Monitoring and Response Orchestration

Reed Sentinel Risk Orchestrator manages and reduces the risk to your organization caused by critical situations such as:

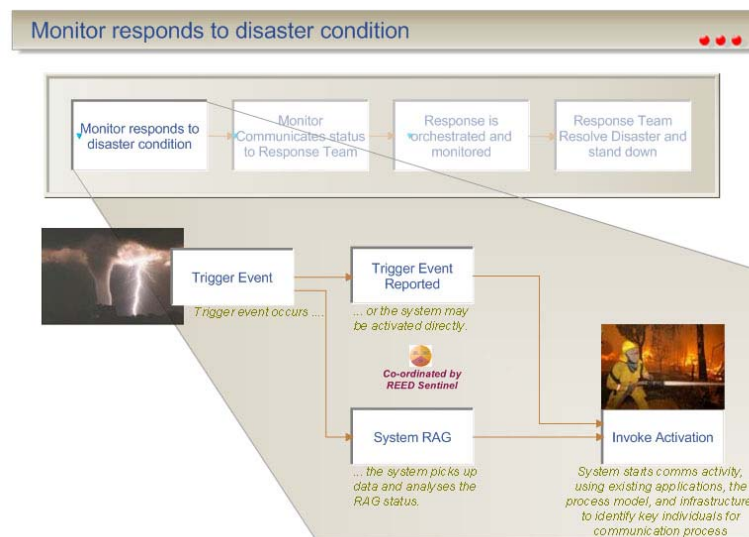
- **Business** – any key business process breakdown
- **Physical** – environmental or structural failures
- **IT Systems** - disaster recovery, high availability
- **External Compliance** - Basle II, Sarbanes Oxley etc

The **Sentinel Business Integration Engine** constantly monitors your working environment, trapping and mitigating incipient risk before it develops into a crisis.

Sentinel establishes risk scenario “watch states”, continuously tracking business events or potential trigger situations, and by orchestrating and deploying the appropriate personnel, services, and knowledge before a tipping point is arrived at, enables your business or organization to react in the most effective and timely way to any developing situation, returning the organization to a “business as usual” state with the minimum of disruption and cost. Alternatively, Sentinel can be activated directly by physical or systems switching.

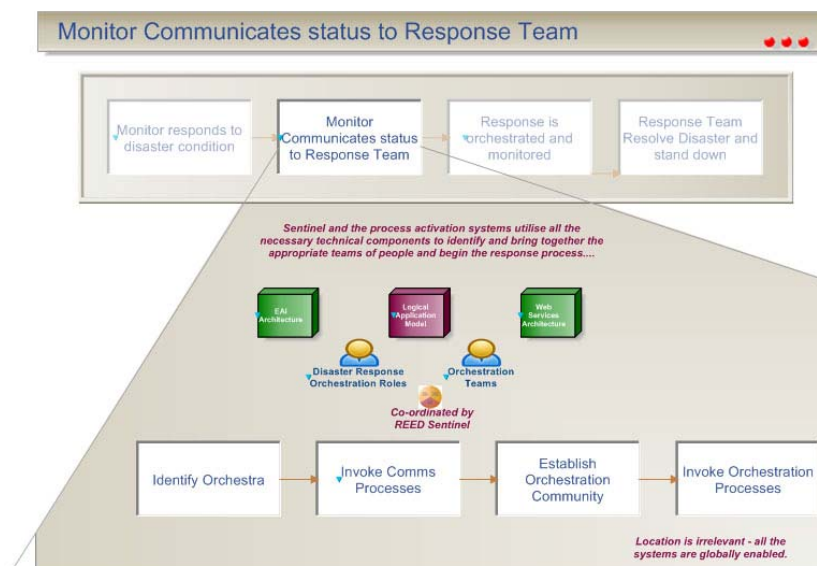
Managing Risk – before it happens

Most companies can “war game” fully developed disaster scenarios, but incipient risk may be hard to anticipate in real time. Trigger situations may develop over a period, but remain invisible to management due to the complexity or spread of information required to fully discover the risk situation.



Using process based monitoring technologies, Sentinel continuously senses real-time systems and response mechanisms. When a pre-defined risk criteria is reached, Sentinel's automated communications system will:

- Establish a response team of appropriately skilled people
- Communicate and inform the appropriate personnel on an "as necessary" basis
- Co-ordinate and publish a pre-defined response process to a web portal
- Automatically establish the necessary protocols so that the response team are drawn into a conferencing and communications facility, immediately utilising the information deployed to the portal
- Publish and deploy a knowledge map that provides the most up-to-date collateral to enable efficient management of the risk scenario
- Attach appropriate systems resources, maximising use of existing assets
- Enable the workflow and process capability to close out the situation

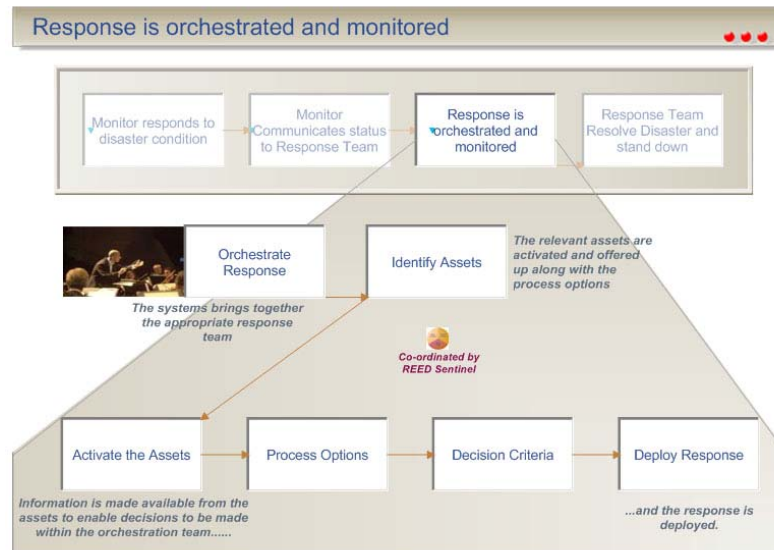


This approach has the benefit of:

- Enabling the organization to react before the risk scenario becomes fully developed, reducing the cost of the response by an order of magnitude
- Only directly involving the appropriate personnel, reducing the time and effort required to respond to the trigger scenario

Reed Sentinel Response

- Providing the response team with the most up-to-date information and process mechanisms to efficiently deal with the situation
- Optimizing the decision support mechanism with pre-defined escalation levels and processes, reducing still further the cost of mitigation
- Establishing baseline operational measures for a return to “business as usual”

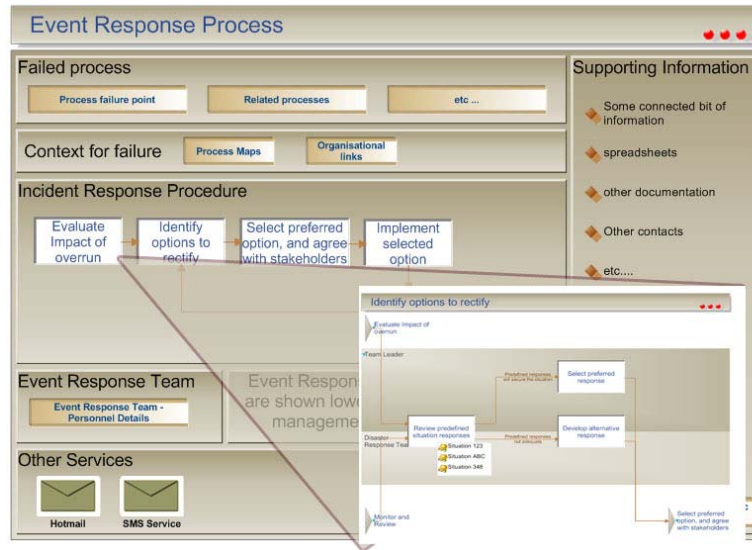


Effective Disaster Containment

Should a fully developed disaster scenario occur (from a key business issue to a national disaster, such as terrorist activity, train, or air accident for example), **Reed Sentinel Response** can contribute to the effective management of the response by:

- Co-ordinating the activities of the various organisations (avoiding duplication and waste of time)
- Sharing information in the right context (avoiding information overload)
- Keeping clear channels of secure communication between appropriate teams
- Providing clear escalation paths between departments and organisations
- Contributing to effective deployment of assets (such as machinery, personnel, effort)

Process Driven Response Capability



Response Scenarios are pre-planned and configured, and deployed to the orchestration teams on the dynamic portal whenever required.

Implementing Reed Sentinel Response

Reed Sentinel Response can be implemented for one or many risk scenario “watch and respond” states. The technology can be loosely, partially or tightly coupled, which means that it can integrate with your existing systems (using web services) with no impact on the base architecture.

A survey and planning session can be completed in a matter of days, and implementation in a few weeks, providing your organisation with a highly economical continuous deployment path, adding more scenarios at any time, over any appropriate period.

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