



## NonVerba Augmented Services

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Following its announcement of the relocation of its Corporate Support Centre in Chennai, NonVerba Limited, one of the UK's leading suppliers of Corporate Governance solutions, has announced its new augmented support services, available to companies wanting to reduce the administrative burdens of business continuity plan maintenance, and data migration.

The services include

- Maintenance of business continuity plan database
- Updating of contacts
- Data cleansing
- Data migration and structuring of plans within the database
- Sample Development

**Peter Joyce, Managing Director of NonVerba Limited**, commented:

“We have years of experience both in developing solutions, and in the practical management of business continuity within blue chip companies. We are aware of the importance of culture and the practical benefits of education and training. We develop presentations for our clients to get the message out through the organisation, as part of the process of kicking off the programme.

As the programme develops, our clients become aware that continuity plans are not something that can be left on the shelf, but need to evolve with changes in the structure of an organisation and need to be regularly updated to reflect changes in personnel and roles. Although the tools which we have developed allow companies to administer these aspects for themselves, large companies would rather get rid of that particular headache by employing our support teams to oversee this and report back on their potential effectiveness.

Maintaining the integrity of the contacts database, in particular, can take a significant amount of someone's time, especially where the organisation employs hundreds or thousands of people. Employees move locations, change departments and roles, and there are new starters and leavers. Calling trees need to be kept up to date, and changes in crisis management teams, incident managers and business continuity coordinators need to be covered. It is not an expensive thing to outsource but is the sort of added value service that our clients have come to expect from NonVerba, and this sets us apart from others in the field.

Some of the biggest hurdles that companies have to get over, which often can prevent them from even getting started, include getting existing data migrated. NonVerba offers that service, which can get an organisation up and running and ready to develop its plans within weeks.”

NonVerba has further expanded its online eSecurus<sup>®</sup> planning tool, within its Resilience on a Page solution, which provides dashboard reporting and real time evaluation of an organisation's 'state of readiness' as well as organisational mapping.

**Dipankar Ghosh, Director of NonVerba's Corporate Support Centre in Chennai**, adds:

“With the introduction of the new BS25999-1 guidelines, companies are advised to ensure that all business continuity management documentation is placed under organisational change management control. NonVerba is able to offer this to support the organisation, allowing the BCM team to focus on its strategy and tactical options in reducing exposure to risk, particularly in its supply chain as well as its own critical products, resources and services”.