



Capability Statement

Regarding RecoveryPlanner's Industry Experience:

Since 1999, RecoveryPlanner, a woman-owned business, has been providing web-based planning software. The web-based RecoveryPlanner software, RPX, uniquely provides an integrated Business Continuity Management (BCM) system for all stages of business continuity planning, disaster recovery planning and incident response. RecoveryPlanner was founded by business continuity professionals that encompass decades of experience in Business Continuity and have vast experience with implementing an enterprise Business Continuity Management program. Hundreds of thousands of users across all industries rely on RecoveryPlanner.

Our RPX software is designed to meet regulatory compliance, BCM standards and guidelines, trends in the industry, and 21 years of customer, prospect and partner feedback. The RPX product includes functionality for Risk, BIA, Planning, Incident Management, Regulatory Compliance, Notification and Testing/Exercises. RPX also includes inventory & relationship management, a functionality that comes standard with the RPX product. With RPX there are never separate modules to buy because with RPX you get one complete end-to-end integrated BCM solution.

RecoveryPlanner has extensive experience with clients of similar size, scope, and industry. Our professional services staff are all certified up to the Master level. RPX has been designed to support a wide range of businesses and we are familiar with organizations of your size relative to the public and private sector which have an obligation to address BCM and DR requirements. As most organizations consist of personnel with diverse responsibilities, we have a streamlined approach to ensure that they can address BCM and DR deliverables while focusing on their primary responsibilities. By focusing our software on ease of use, accessibility, and a wide range of functionalities, we see many objectives handled by individual business lines/departments. Our experience led to the development of our unlimited concurrent licensing model that allows all client personnel to access the system from any web enabled device.

Lastly, we would be remiss if we did not mention the support that you receive at all levels from RecoveryPlanner. From your Account Manager to Support to Training to Professional Services, RecoveryPlanner personnel are not only available to meet your needs but exceed them. RecoveryPlanner is not only your vendor but your business partner. Our goal is to provide you with an exception product and services so that you can achieve your goals by utilizing our RPX Software and RecoveryPlanner Team.

Business Continuity is what we do 24x7x365 and we appreciate the opportunity to earn your business.



What sets RecoveryPlanner apart from our competitors, and why we believe that RecoveryPlanner is best suited to be your vendor is our longevity within the Business Continuity Management Planning Software space of 21 years provides us with a mature, proven product, yet one that has continued to adapt to our clients and marketplace needs. We also have consultants on staff with up to master level certification and ensure that we utilize their expertise and experience to improve RPX, in addition to customer feedback. Our unlimited concurrent license allows our clients to be extremely flexible in leveraging RPX so that they can manage their BCP/DR as best fits their needs, and ensures that anyone in the organization can participate during an actual incident or exercise. This unlimited user pricing model also eliminates the need to obtain budget and funding for additional users as your needs grow. This combined with our all-in-one relational database that incorporates Planning, BIA, Risk, Vendor Management, Crisis/Incident Management, Communication and Compliance, allows our clients to leverage one tool at an affordable cost. The RPX Incident Management area provides the ability to activate, track, monitor and report on actual incidents or exercises. Incident Management provides the ability to launch and monitor notifications, email tasks to team members and update team tasks in real time, while displaying/reporting progress of the incident/exercise. Teams can be created in advance or on the fly during the event. Teams have detailed step-by-step tasks, with expected duration times and predecessor tasks that can be assigned to individual members. Gantt charts are available to visually depict the activities and progress of teams and their members. Our RPX Mobile native App (an extension of our RPX Software) allows the synching and offloading of RPX plans to mobile devices of key BCP staff to ensure they have access to their plans even if they do not have Internet access.

We also wanted to mention a few additional differentiators for your review as you continue to evaluate the software solution that best meets/exceeds your needs:

1. Amazon Web Service Hosting...Active/Active environments to ensure that you can access your information at all times. We selected AWS as our hosting environment primarily due to its extreme resiliency, designed for hosting mission-critical applications where maximum uptime is essential, compared to other types of hosting environments that were perhaps originally built to host a non-critical application, such as a CRM system. We host RPX in Virginia (five availability zones) and Oregon (three availability zones) which means RPX is replicating in 8 (eight) separate "datacenters". This can put your mind at ease if one of the "datacenters" is unavailable for a specified reason, it will immediately be available in the other 7 (seven).
2. Commitment to meeting/exceeding the needs of our clients...80% of RPX enhancements come from our clients.
3. Encompasses all components of Business Continuity Planning (BCP), Disaster Recovery (DR), Risk, Business Impact Analysis (BIA), Incident Response and Management, Compliance, Vendor Management in ONE integrated, web-based solution.
4. Award-Winning Support Team



5. Recognized leader for 18 years...Accolades and Awards Received Over the Past Few Years. These validate our direction and position as a global industry leader:

- 2020: DRI Awards of Excellent Consultant of the Year – Sherri Flynn
- 2020/2021: Woman Owned Small Business Certification
- 2020/2021: National Women’s Business Enterprise Certification
- 2019 Gartner Magic Quadrant for Business Continuity Management Software: Leaders Quadrant
- 2019 DRI Awards of Excellence – Product/Service of the Year
- 2017 SBA New England & CT Small Business Exporter of the Year Award
- 2017 Gartner Magic Quadrant for Business Continuity Management Software: Leaders Quadrant
- 2016 Gartner Magic Quadrant for Business Continuity Management Software: Leaders Quadrant
- 2016 Gartner Magic Quadrant for IT Vendor Risk Management: The RPX software was positioned in the “Niche Player” quadrant of the Magic Quadrant for IT VRM. “RecoveryPlanner scored very high customer satisfaction ratings, and was well above the average of all the vendors evaluated in the Magic Quadrant”.
- 2016 CIO Review - RecoveryPlanner chosen as one of its 20 Most Promising Enterprise Risk Management Providers
- 2016 President’s “E” Award Winner: This award was presented to RecoveryPlanner on May 16, 2016 by U.S. Secretary of Commerce Penny Pritzker at a ceremony in Washington, DC. The President’s “E” Award is the highest recognition any U.S. entity can receive for making a significant contribution to the expansion of U.S. exports. I am attaching a press release with details regarding this award.
- 2015 CIO Review - RecoveryPlanner chosen as one of its 20 Most Promising Disaster Recovery Technology Solution Providers
- 2015 CIO Review - RecoveryPlanner chosen as one of its 20 Most Promising Compliance Providers
- 2014 Gartner Magic Quadrant for Business Continuity Management Software: Leaders Quadrant
- 2013 Gartner Magic Quadrant for Business Continuity Management Software: Leaders Quadrant
- 2012 DRI International Awards of Excellence: Service Provider of the Year
- 2012 DRI International Awards of Excellence: Planning Software of the Year