

Resilience and Continuity Software for SMEs

Automated resilience and continuity tools for small, medium-sized and distributed organisations

Purpose		INONI Lite is a hosted software service delivered via the INONI Internet platform. It allows organisations to build and maintain comprehensive ISO 22301 standards-aligned business continuity plans and associated tools. Lite has three variants providing features for input, update, access, supervision and education from within a dedicated and secure online environment.
Variants	Lite	Provides an annual single-user account including Assessment (BIA) and Planning (BCP). It includes export of reports to PDF, email support and standard capacity. User profile is small entities with 20 to 50 individuals and a low rate of change. Lite may contain limited and appropriate advertising.
	Lite Plus	Provides a three-year single user account including BIA, BCP, Health Check, Maintenance (BCMS) and Risk Analysis (RA). It includes export to PDF and MS Word, quarterly update reminders, email support and extended capacity supporting up to 200 individuals. Lite Plus has no advertising.
	Lite Multi	Three-year Lite Plus dedicated multi-user account providing supervisory manager capability, with optional branding and customisation. Multi includes a configurable dashboard, management reports and charts, extended support and unlimited capacity. It is appropriate for organisations with multiple semi-independent sites, subsidiaries, outlets or members.
Toolset	Health Check	20 multiple choice resilience questions. Provides KPI radar graph and online summary report including overall score and areas for improvement. Repeatable allowing snapshots for future comparison. Contributes to sector, headcount and turnover benchmark. Completion 10+ minutes.
	Assessment	BIA questionnaire, analysis and detailed multi-section report. Establishes impacts, risks, priorities and timeframes for recovery post-disruption. Provides question-by-question advice and guidance, extensive text and data capture. Completion 1+ hours.
	Planning	BCP questionnaire, linking with the BIA and producing a detailed multi-section plan. Includes emergency and incident response, prioritisation decision support and crisis management, relocation and resource allocation, technology, objective setting, process, product and supplier action plans, contact lists and more. Completion 2+ hours.
	Maintenance	ISO 22301-aligned evidential questionnaire and multi-section BCMS document, providing a framework for governance and accountability. Includes resilience activity log, detailed advice and position statements relating to each key section of the standard, capability maturity assessment delivering KPI radar graph and report. Completion 1+ hours.
	Risk Analysis	Categorised analysis by continuity risk type covering 12 key areas. Includes scored and weighted KPI for each area providing metrics for exposure, likelihood and overall resilience. Assessment of best-practice steps, inherent and residual risk. Radar KPI and comparison charts and multi-section risk report. Completion 1+ hours.
	Manager	Supervisory sign-on with standard control of all Lite Multi individual user accounts including email, optional SMS, uncommit and LoginAs. Dashboard for all tools, all users and groups (if configured). Optional all-user or group comparative charts, document reports to MS Word, management reports and interactive updating reports.
Functionality	Access	Available online via laptop, tablet and smartphone, including PDF
	Menu Bar	Icons for standard functions (Home, Messages, Account, Calendar, Help and FAQs, Print and Log out)
	Navigator	Expandable tree with icons for all assigned tools, graphs and reports
	Favourites	Drag-and-drop pinboard for tools, reports and other frequently used items from the Navigator
	Tools	Online questionnaires used to gather user information including values, text, images and files
	Graphs	Configurable online charts and graphs that summarise collected information
	Reports	Multi-section configurable online reports including snapshots to allow repetition and comparison
	Guidance	Context-sensitive Help system plus per-question hover text, education and best practice FAQs
	Expert System	Selected reports automatically analyse KPI and include insights and guidance drawn from the data
	eSignoff	Manager can review and sign off individuals' responses (Lite Multi)
	Workflow	Programmable reminders and email notifications when updates are due (Lite Multi)
	Measurement	Scored analysis, allowing benchmarking and peer group comparison (Lite Multi)
	Dashboards	Management control, showing completeness, change and improvement (Lite Multi)

Trial and Evaluation

- A free trial of INONI Lite is available without obligation to buy. Visit www.inoni.co.uk/trial
- We may, at our discretion and subject to our terms, provide a pre-populated full evaluation copy of Lite or Lite Plus.
- You can upgrade from a Lite Trial to a Lite or Lite Plus account any time during a trial or up to 30 days thereafter.
- The standard term for the free trial and evaluation account is 2 weeks (extendable).

Support

- All Lite user guidance is permanently accessible online via the Welcome, Help and FAQ pages.
- The Lite User Guide is also available via our website resource centre.
- Support for INONI Lite and Lite Plus is via next working day email, earlier at our discretion.
- Support for INONI Lite Multi is anytime via email, phone and webex.

Hosting

- INONI provides all aspects of hosting and system management for all Lite services via a private VM environment in the UK.
- All collected data is replicated between remote locations within a state-of-the-art managed firewall.
- All web communications take place over secure encrypted connections under valid SSL certificates.
- We can offer dedicated and self-hosting options for Lite Multi on specific request and at low additional cost.

Customisation

- All Lite variants provide interactive scalable templates capable of retaining custom information that you supply.
- All Lite variants allow you to provide your own texts, attach documents and embed images, maps and flowcharts.
- Lite Multi provides pro rata customisation opportunities including
 - White label branding of all web pages and the option to include your own promotional banners on each page.
 - Modification of all aspects of standard Lite Plus tools, changing question texts, weights, formats, reports and graphs.
 - Modified workflow, including notifications, eSignoff, status reporting and management information.
 - Modified dashboards, including selection of bespoke KPI for display and automatic update.
 - Modified segmentation or 'slice' variables used for viewing benchmark data.
 - Modified FAQ texts to reflect house approach and/or methodology.
- Production and addition of bespoke tools, expanding the standard Lite Plus toolset into other areas.

Consultancy

- INONI provides training and facilitation. This includes large-scale BCM projects covering multiple locations worldwide.

Purchase, Delivery and Renewal

- Purchase can be online via credit card or by purchase order (PO). For online purchases login credentials will be emailed within one working day, usually sooner. Purchase orders must comply with the following.
- Use company headed PDF and be authorised by or on behalf of a registered officer of your organisation, addressed to "INONI Limited, 62 Waterloo Road, Wokingham, Berkshire, UK RG40 2JL".
- Contain your Name (title Mr, Ms etc, first name, last name), role, organisation name (this will be the name of your INONI Lite account), the country from which you will access the account, and a valid email address (this will form part of your logon. All emails will be sent to this address).
- Clearly set out the item(s) and quantities you require e.g. INONI Lite (x1), INONI Lite Plus (x4), the itemised cost, your Purchase Order reference and date of issue, a single point of contact in your organisation for any queries (name, email, phone number), your tax area (e.g. EU) and any exemptions that legally apply. Email your PO to lite@inoni.co.uk.
- By sending a Purchase Order you automatically accept our terms and all subsequent communications are confidential between us. We will acknowledge your PO and send our invoice and bank payment details to you via return email. We will activate your account within 48 hours of your notifying us of payment and payment clearing our bank account. We will send login instructions and password securely by email within 24 hours.
- We provide an automated reminder 30 days before account expiry. However, renewal remains your responsibility. If you want to renew, you must ensure we are paid on time. We delete expired accounts and you may wish to make special arrangements to ensure this doesn't affect you. Please contact us directly with any queries regarding this process

Contact us

INONI offers a more flexible, different approach to many competing BCM systems and a web demonstration is recommended. Please contact us now on +44 (0) 1189 629 757, email info@inoni.co.uk or visit www.inoni.co.uk to arrange or find out more.