



storm



human error



fire



earthquake



flood



ice



tornado

 **FDI** consulting  
*...problem solved*



Let's face it – no one likes to think about their business/organization being felled by a single event.

Whether it's human error or natural disaster, the results are the same; day-to-day business has been interrupted. The only way to avoid this is to create a proactive, strategic plan to assure a quick, complete and cost-effective recovery!

At FDI Consulting, our staff of highly trained professionals implements our proven methodology and proprietary information gathering toolset to develop comprehensive continuity management programs. We excel at assisting our clients in the development of unique, client-specific solutions to the potential challenges they face in mitigating risk, reducing threats and eliminating vulnerabilities that can impact operations.

We have extensive experience in the following industries: banking/finance, healthcare, manufacturing/distribution and transportation/logistics. Our deliverables meet or exceed industry requirements with reports and plans that are thoroughly documented and of the highest quality. With clients ranging from Global 1000 and Fortune 500 firms to small, entrepreneurial businesses in both public and private sectors, we help ensure organizational resiliency that will endure real life business challenges and disasters.

As they say, "*Failure to plan is planning to fail.*" Can you afford to **not** have a plan?

Don't wait—contact us today!

**FDI Consulting...problem solved**

Dave Fulton – President

A handwritten signature in blue ink that reads "Dave".

FDI Consulting, Inc.

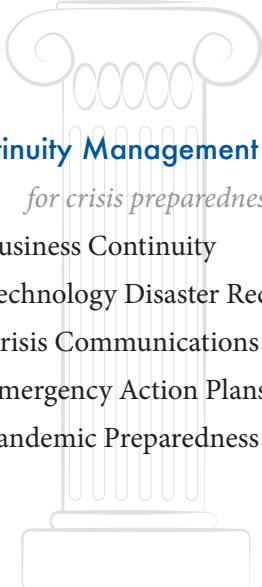
## Is Your Plan in Place?

Proactive planning for smooth continuity of critical and essential processes is good business practice for any industry – including Banking/Finance, Healthcare, Manufacturing/Distribution and Transportation/Logistics. Whether it's an inconvenient disruption or a major catastrophe, it's not a question of *if* it's a question of *when*.

### HOW SOLID IS YOUR FOUNDATION?

When something goes wrong, do you have the solutions in place to recover quickly and get back to business as usual? If not, FDI Consulting does!

- ◆ Continuity Management
- ◆ Outsourced Professionals
- ◆ Safety/Risk Management



**Continuity Management Programs**  
*for crisis preparedness*

- ◆ Business Continuity
- ◆ Technology Disaster Recovery
- ◆ Crisis Communications
- ◆ Emergency Action Plans
- ◆ Pandemic Preparedness



**Outsourced Professionals**  
*for business operations*

- ◆ Technology Operations
- ◆ Facility/Equipment
- ◆ Strategic Planning



**Safety/Risk Management**  
*for regulatory compliance*

- ◆ Risk Control Review
- ◆ Safety Program Assessment and Development
- ◆ OSHA Exercises
- ◆ Fleet/Vehicle Safety Program
- ◆ Employee Training Programs

*We help you build a solid foundation.*

# Continuity Management

Many businesses and organizations view business continuity and disaster recovery as protection they don't need or insurance they can't afford. However, external events and increased pressure from customers and business partners are catalysts for businesses to assess these issues and the associated risks. A Continuity Management program is smart business—it provides assurance to customers, business partners, employees and shareholders that your business is prepared to serve their needs.

We've developed an exceptional, common sense approach to Continuity Management programs:

- ◆ Business Continuity
- ◆ Technology/Disaster Recovery
- ◆ Crisis Communications
- ◆ Emergency Action Plans
- ◆ Pandemic Preparedness

“ Disasters like 911 and Hurricane Katrina have arguably changed the 'worst case scenario' paradigm for business continuity plan and risk management. ”

John R. Phelps -- CPCU, ARM, CBCP - Director of Business Risk Solutions for Blue Cross and Blue Shield of Florida, Inc.

## Custom Continuity Management Program Development

Our professionals focus on identifying the functions, processes and resources critical to your operations, while also identifying your risk exposure and the associated vulnerabilities. We work with our clients to develop comprehensive business continuity strategies necessary to resume and sustain critical operations if an unplanned event occurs. Our approach is a cost effective alternative to other, more expensive service providers in the market.

Our program development and maintenance process includes six phases:

- I. Initiation** – establish communication methods/schedules & identify key resources
- II. Information Gathering** – proprietary surveys & interviews
- III. Business Impact Analysis** – establish Recovery Time Objectives, Recovery Point Objectives & Risk Assessment
- IV. Strategy Development** – create cohesive strategies for the recovery of people, technology and information/data
- V. Plan Development** – finalize, publish and distribute comprehensive plan
- VI. Implementation** – training, exercises, Business Impact Analysis and plan updates



## Continuity Management, cont.

### BCPro™ Software

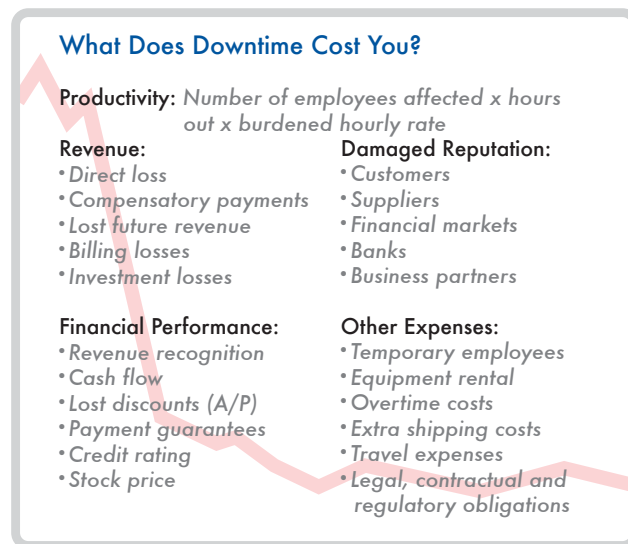
We've developed an even more affordable, self-guided business continuity program that is as equally effective for small businesses as it is for large organizations. The BCPro™ toolset, based on our proprietary methodology, has been developed and is continually updated to meet industry best practices. BCPro's™ step-by-step process takes you from Initial Information Gathering to the Business Impact Analysis from which your Continuity Strategies for risk mitigation will be developed. Unlike other providers' templates, we include the support of our certified and professional staff, who will perform an in-depth quality review for each element of your response and recovery plan.

The final product includes the following:

- ◆ Business Continuity Plans
  - Site-level Plan
  - Department Specific Plan
- ◆ Technology/Disaster Recovery Plan
- ◆ Crisis Communications Plan
- ◆ Emergency Action Plan
- ◆ Pandemic Preparedness Plan

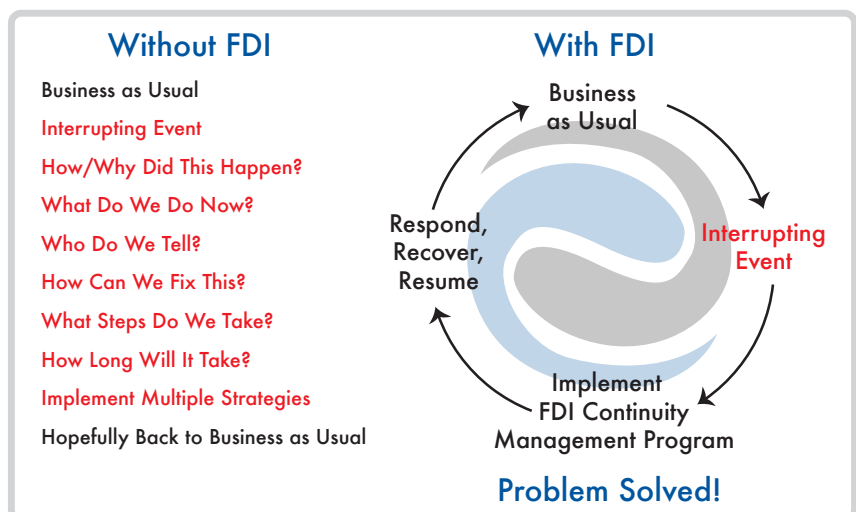
Industry-specific BCPro™ products include:

- ◆ BCPro™ Enterprise
- ◆ BCPro™ SmallBiz
- ◆ BCPro™ Healthcare
- ◆ BCPro™ SupplyChain
- ◆ BCPro™ Bank/Finance



*“BCPro™ provided a secure, web-based tool that was easy to follow... We were struggling until we found BCPro™. It enabled our company to kick start the development of our Continuity Management Program.”*

Andrew Fagan  
Senior Specialist, HR  
Brooks Brothers Group, Inc.



## Outsourced Professionals

Understanding your technology environment and data center capabilities involves aligning your objectives, needs, staff and infrastructure. Our professionals have extensive experience with strategic planning and technology infrastructure design. We work with you to develop optimal technology control and management processes.

### Technical Outsourced Professionals

Our program helps businesses/organizations maximize their technology investments. We provide certified, experienced technical support for the following:

- ◆ Network infrastructure
- ◆ Database analysis, design, conversion, upgrade, performance tuning, implementation and support
- ◆ Security and firewalls
- ◆ System implementation, migration and help desk support (Servers, Work Stations, Mainframes)
- ◆ Desktop automation and application packaging
- ◆ Software development
- ◆ Languages and web technologies
- ◆ Tools and development environments

### Shared CIO/CTO Executives

If you have a good, mid-level IT staff and are looking for a way to add broad industry experience without the expense of adding another full-time employee, we provide executive consulting for the following:

- ◆ Architecture design
- ◆ Application and platform selection
- ◆ Staff training
- ◆ Expert-level problem resolution
- ◆ IT project management

### Data Center Assessment, Design and Planning

Our team will design and implement a solution that results in an optimized data center environment based upon your organization's budget and needs. We will assist with all aspects of data center management, including:

- ◆ Capability and design assessments
- ◆ Planning of design, enhancements, additions, migrations or consolidations
- ◆ Data center moves
- ◆ Floor planning
- ◆ Power and cooling
- ◆ Security
- ◆ Trouble-shooting

## Safety/Risk Management Solutions

There is a direct relationship between work place safety, risk control programs and profits. Each year, employers' injury records, claims and associated costs are evaluated and compared to national averages for similar type operations. If an employer's review is better than average, they are a more attractive customer and a greater number of insurance companies will be interested in providing competitive pricing. Insurance companies can now provide additional premium savings to companies that have demonstrated a commitment to injury prevention programs. Businesses that do not have effective safety/risk programs in place and higher than average claims are penalized by increased insurance rates. We can help your organization avoid these insurance issues with the following:

**Risk Control Review** – We perform periodic “gap analysis” reviews to improve existing safety program effectiveness and regulatory compliance.

**Safety Program Assessment and Development** – We can develop a custom program that is tailored to your organization's needs or provide you with plan templates which allow you/your staff to create and implement your safety program. Our comprehensive library of safety programs and compliance manual templates include, but are not limited to, the following:

- ◆ Mock OSHA Inspections – Our experts will provide a complete inspection format that can pinpoint areas where OSHA violations are likely to occur; helping you anticipate and minimize your potential for fines. You will receive a complete report with pictures, recommendations and potential areas of concern for current and future reference.
- ◆ Fleet/Vehicle Safety Program – We will review your existing program or develop a new program with recommendations to make sure your drivers are cognizant of current requirements, thus keeping claims to a minimum and insurance rates low.
- ◆ Employee Training Program – We will train your entire staff or train a designated staff member(s) to lead your safety program using our series of Supervisory Development programs.



## Here's what a few of our clients have to say about us!



*ideal  
collaborator*

*"As a risk management firm, AXA MATRIX fully appreciates the importance of having a functional business continuity plan in place. FDI Consulting's customizable, common sense approach to Continuity Management Programs made them the ideal collaborator in crafting our own business continuity plan. We are so confident in their expertise and level of service that we have positioned FDI as our strategic partner to assist our clients in developing business continuity plans as a part of their overall risk management strategy."*  
Armand Fernandez, Chief Executive Officer, North America AXA MATRIX Risk Consultants

*"...FDI Consulting was exactly what Bank Iowa Corporation was looking for when it came to developing a new BCP program. The program they developed was tailored to our seven banks and holding company, saving us hours of time that we didn't have. With their experience, plan results and dedication to the industry, we are very happy with our selection to use FDI Consulting."*  
Jerry Warrick, Operations/Technology Director Bank Iowa Corporation

*tailored*

*the  
best  
mouse  
trap*

*"After working with FDI and observing their approach to business continuity management, I could not be more pleased with our decision to partner with them. FDI's team of consultants has consistently delivered professional level service to Thales, systematically walking our subsidiaries through the process of business continuity development. To borrow a frequently used metaphor, FDI simply has the best "mouse trap" for methodically capturing the pertinent information and organizing it into thorough, logical and understandable plans."*  
Sean Flathers, Director of Risk Management for the Americas Thales USA, Inc. (Aviation/Defense Electronics)

*"The assistance FDI provided in preparing our business continuity plan has had a positive financial impact on our liability coverage premium rates and more importantly, has put us in a much better position to respond to the unfortunate event of a natural disaster or cataclysmic event that would negatively impact our ability to operate normally. We have found the FDI staff to be professional and efficient. They immediately engaged our management team and staff in learning the specifics of our business."*  
Steve Heisner, Director of Administration and Secretary of the Administration dippin' dots (consumer product)

*efficient*

*key to  
our  
success*

*"FDI has been instrumental in identifying gaps in business continuity processes and proposing solutions to optimize these processes. Their professionalism and partnership have been paramount and key to our success. They are not only thorough, but easy to work with and always willing to take time to discuss concerns and respond to questions."*  
Jim Blake, Director, Customer Operations Landis+Gyr (Utilities Energy Measurement Solutions)

*"The FDI team could not have been better to partner and work with. The insight and understanding of crisis management provided to our team was exceptional. The recommended plan was spot-on in every sense! I would recommend your company to any organization looking to develop or refine their business continuity plan."*  
Michael Byers, Vice President-Administration Crouse Corporation (River Transportation)

*exceptional*

*rare  
find*

*"It is rare to find a supplier that provides this level of professionalism and attention to their customer throughout the life cycle of a business relationship. I have found the level of professionalism, performance, dedication and commitment of FDI to be exemplary. They have been entirely responsive since the commencement of our business relationship. I wholeheartedly endorse FDI Consulting."*  
Shannon Blake, Vice President of Human Resources Ulterra Drilling Technologies L.P.

*"The FDI team was professional and extremely knowledgeable, and their methodology was efficient and provided the flexibility we demanded. I found their plan documents to be well organized, easy to understand and complete. More importantly, the deliverables were easily maintained without special software or extra fees."*  
Paula A. Phillips Kansas Emergency Management and Homeland Security

*flexible*