



Press Release 10th July 2009

MSM's BUSINESS CONTINUITY PLAN IS PUT INTO PRACTICE

- UK software house is hit by Swine Flu

MSM offers guaranteed service level agreements (SLAs) for even the most business critical systems. Tailored SLAs to deliver customised response and fix times up to 24x7 with ½ hour response time and target fix times. In fact the average response time is 18 minutes across all client contracts, with an impressive track record of meeting 99.9995% of SLAs.

Therefore the company realised its responsibility to maintain these levels of service in the event of something untoward happening to disrupt the day to day running of the business. A Business Continuity Plan was devised in case of such a threat and unfortunately this threat has now become reality as a member of the team in the Exeter office was confirmed with the first case of Swine Flu, and a second was diagnosed with in 2 days of the first.

Ever since the pandemic reached WHO Alert Phase 5, MSM invoked a cautionary level of its BCP by reducing travel to only essential trips, turned off the air conditioning in all offices and provided all staff with antibacterial hand gels in accordance with the WHO guidelines. This commenced on 30th April 2009, to try and reduce the likelihood of infection and the spread of the virus amongst its employees.

With confirmation of the first case, immediate action was taken to implement the full BCP which has resulted in closing all offices, and cancellation of all internal and external meetings. All staff have been set up to work from home, a precaution to see whether anyone else develops symptoms. If no further cases are confirmed then everyone will return to business as usual after a week, but those with symptoms will continue to homework for a full 5 working days after recovery.

Clients will have experienced very little in the way of disruption as all the usual communication channels remain open; all staff can access the company's networks via a Virtual Private Network (VPN) and so the developers and support team can still work as though they are in the office. All members of the team have been issued with alcohol gels to help them avoid infection between family members.



All clients have been informed and business meetings are being held via conference calls instead of face to meetings for the time being.

A pandemic is a 'force majeure' event contractually but MSM will use their BCP to do the utmost to continue to provide services in accordance with SLAs and other agreements. In lieu of support SLAs, MSM will now prioritise clients who are on the fringes of the critical national infrastructure. The BCP plans for up to 60% of all staff being off sick concurrently, which has certainly not happened yet. These precautions are in place to reduce this risk.

All of the support team are trained and have documented plans to take over the running of any client system to ensure that the clients still retain their guaranteed SLA.

The situation is being continually reviewed and clients are being kept informed. These efforts are in place to protect the business operation, to protect the staff and maintain service to all clients.

ENDS

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Notes to Editors:

Management Systems Modelling Ltd (MSM) was established in 1998 by Thomas Coles. The company specialises in providing a diverse range of clients with bespoke software solutions and application management. The teams' wealth of experience combined with the latest technology ensures that MSM provide clients with tailored solutions to meet their objectives. 98% of projects are delivered on time and under budget, a unique track record in an industry blighted by many failures. Clients include: Royal Society, Eden Project, The National Trust, Victim Support, SSAFA Forces Help, Exeter Friendly Society, Teletext, and Mitsui Sumitomo Insurance.