Customer Comments

GreatAmerica
LEASING CORPORATION
HARD WORK • INTEGRITY • EXCELLENCE

Customer Profile: Financial sector - CPO customer since March 2006.

CPOtracker represents a perfect fit for our "team-oriented" organizational structure and culture. This tool provides a flexible framework necessary to efficiently respond to the continually changing needs of GreatAmerica.

Using CPOtracker, we produced a robust Business Continuity Plan – helping us respond to, and survive - an epic, 500 year flood. A post-flood, external audit team commented… "Please convey special thanks to the BCP Team for their three-ring, Business Continuity Plan and updates, a true success story."

Stan Braden, CBCP - Director, Business Continuity
GreatAmerica Leasing Corporation - Cedar Rapids, Iowa

UNIVERSITY OF SOUTH CAROLINA

Customer Profile: Education sector - CPO customer since February 2006.

The University of South Carolina's Technology Services group acquired CPOtracker for disaster recovery and business continuity planning. CPOtracker is the most versatile and user friendly BCP tool I have ever used. My experience with other BCP tools resulted in the conclusion that they are very complex, challenging to setup and not user friendly. With CPOtracker, the installation was only a few hours and with the training provided, we began addressing planning within a few days.

The CPO Help Desk provides timely and excellent application support. CPO has always been able to answer my questions. The reports are professional, quick running, easy to create and customizable for any type of plan. I can see CPOtracker growing outside of the University's Technical Services area and being used campus wide for BC plans.

Betty Hawkins, CBCP - Manager, DR/BC Planning
University of South Carolina - Columbia, SC

SCOR Global Life

Customer Profile: Insurance sector – Customer since January 2007   (Formally Transamerica Reinsurance)

It has been an absolute pleasure using CPOtracker for the last 5 years. The ease of use in comparison to other products is impressive and the Associates are more engaged in the process as minimal instruction is needed. The support and response in transitioning to the Hosted System was seamless and we are very happy with our decision to renew year after year.

Laura Varney - BC-DR Program Administrator
SCOR Global Life Americas

Customer Profile: Healthcare sector - CPO customer since April 2009

Amedisys is a leading provider of home health care and hospice services, with agencies located across the United States and Puerto Rico .In the spring of 2009 Amedisys undertook the development of Business Continuity Plans for their Corporate Headquarters in Baton Rouge, LA and at over 500 Agencies and Hospice facilities.

The volume of data to be collected was massive; in excess of 6,400 documents would eventually be required. Amedisys also needed to build a database of contacts to hold the information for almost 17,000 employees.

We chose CPOtracker to support this undertaking and for the long-term maintenance of our plans. CPOtracker has proven more than able to deal with the volume of data that we have now included in its database and our weekly import of employee information helps us maintain the CPOtracker contact database up to date.

As we rolled out training on the product we have found very good acceptance by the user community and we are looking forward to finalizing our training of over 1,300 people by the end of the 2nd quarter 2010.

Developing business continuity and technology recovery plans is a formidable task with an organization the size of Amedisys. CPOtracker has not only allowed us to meet our business objectives to complete this task, but also has allowed us to expand the knowledge base as it relates to BCP and DRP at Amedisys.

Maintaining Business Continuity Plans is a never ending and evolving process and we feel confident that our continued use of CPOtracker will allow us to meet our goals and requirements for Business Continuity Planning at Amedisys.

Mark Turnbull - Turnbull Consulting, Inc., CBCP, MBCI, CBRP, CBCV
Primary DR/BC Contractor for Amedisys, Inc.

Customer Profile: Food Distribution and Retail sector – CPO customer since January 2007

WOW was my first thought once I started working with CPOtracker. After using another software tool for years, CPOtracker was heaven sent. You can definitely tell it was designed from a BC planner's perspective. It is so easy to use, easy to learn, easy to maneuver, and right on target for getting a total plan in place. We are just getting started and can see such great potential. Right away we were using tracking and sending out reports.

I can't say enough about their support staff. They are very responsive and will stay with you on an issue until you are completely satisfied.

Maxcy Gregg, CBCP - Senior Continuity Analyst
Ahold Information Services – Greenville, S.C.

PREMIER

Customer Profile: Healthcare sector - CPO customer since April 2005

A Business Continuity Plan only has value if it is maintained on a regular schedule, and critical documents, processes, lists, and other recovery items are current.

A key for keeping items current is whether those responsible for developing and maintaining plans find the tool intuitive and easy to use.   Our CPOtracker users have successfully started using the planning software tool with as little as an hour of over-the-phone training; rather than a week at a vendor's office. Our recovery coordinators, who maintain business unit and team plans, easily review and update items due for review. They can modify the content and sequence of their emergency plans as our changing environment dictates as well as re-distribute links to updated plans electronically. Because the application is web-based and hosted, end-users and management can access CPOtracker from anywhere; even if our primary data center was lost!

CPOtracker not only facilitates keeping critical recovery items current by helping prioritize and track documents based on criticality and scheduled reviews, but also provides high level readiness reporting to keep management aware and involved.

David Shimberg, CBCP - BC/DR Manager
Premier, Inc – Charlotte, NC

Susquehanna
U N I V E R S I T Y

Customer Profile: Education sector – CPO customer since November 2011

Writing a disaster recovery plan is not easy and keeping it up to date can be just as daunting. In the process of looking for a disaster recovery planning tool we selected CPOtracker and with it a solution to keeping the new plan updated.

We love that CPOtracker lets you arrange your uploaded documents in the preferred order and then creates the cove, the table, and actually produces the plan.

We assign each document within the plan to an individual and then set the date when it should be reviewed. CPO sends an email reminder to the responsible person on that date. We see this as being the key to keeping the plan updated. And the fact that CPOtracker is a hosted solution makes it a perfect disaster recovery tool.   In the event of a disaster, we will be able to access our DR plan from anywhere to begin the recovery process.   We're so happy with CPOtracker.

Sue Moyer – Assistant to the CIO
Susquehanna University - Selinsgrove, PA

Customer Profile: Education – K-12 sector – CPO customer since October 2006

CPOtracker has enabled our K-12 school district of 100-plus schools to achieve standardization of our school specific emergency response plans, which was not achievable prior to our implementing this response plan management tool, CPOtracker.

CPOtracker gives us the ability to ensure that all individual school plans are NIMS complaint and utilize an Incident Command System structure. Site location users manage response teams and a few school specific documents, including maps, to build and generate a current and complete emergency response plan, which they can then share with their local first responder agencies. CPOtracker has become an integral part of our emergency preparedness structure.

Wade H. Shealy, Jr. - Coordinator, Safe and Drug Free Schools
Greenville County Schools – Greenville, SC

Customer Profile: Education sector – Customer since July 2009

CPOtracker is a valuable instrument for our disaster preparedness program. CPOtracker provides the instrument that enables key staffs to create, manage, and share business continuity plans, using familiar applications and tools. Additionally, the dashboard provides emergency and risk management teams a snapshot of the readiness level of the enterprise.

Prior to implementing CPOtracker our business continuance plans were often incomplete and/or out of date. Implementing CPOtracker now helps to ensure that our recovery processes, procedures, and documentation are reviewed regularly and accessible in the event of a business interruption."

James D. Lebo, PMP®
Fairleigh Dickinson University - Teaneck, NJ