

Entropy Software[™] A web-based solution from BSI

POWERING PEOPLE.
IMPROVING PERFORMANCE.

Why use software for Environment, Quality and Safety (EQS) management?

Effective management systems and performance improvement are fundamental prerequisites of global sustainability. Therefore a web-based solution for Governance, Risk and Compliance (GRC) management provides a great opportunity to improve management practices and performance. It will provide enormous short-term rewards, as well as wide-spread long-term benefits for all stakeholders affected by GRC performance.

For every £1 spent on GRC management, £1.75 is spent managing the information behind it (source: BSI white paper, 2001).

So a technology solution represents an opportunity to not only improve GRC data management but also to change the management processes to drive cost savings, improve performance management, and thus increase the longer term potential for sustainable business practices.

“Although regulatory compliance continues to drive product sales, organisations are looking for automation solutions that can help them more reliably and comprehensively manage multiple forms of risk.”

Hype Cycle for Governance, Risk and Compliance Technologies, 2009 Gartner Research, 17 July 2009

BSI is happy to arrange a remote demonstration of Entropy Software™ tailored to your project business needs and will work with you to build a compelling business case with a strong ROI. We will also meet with you to explain how BSI's GRC portfolio including Entropy Software™ solutions can add real value to your business.

For more information about Entropy Software™ visit www.bsi-entropy.com, call **+44 (0)845 080 9000** or email info.entropy@bsigroup.com.



Governance, Risk and Compliance (GRC)

Do you need to improve the effectiveness of your internal control systems and governance efforts?

As a single, integrated risk and compliance management solution, Entropy Software™ enables you to reduce overlap and address gaps across your business. With the ability to instantly locate, evaluate, and manage material risks anywhere within your business, Entropy Software™ helps you protect both your brand and reputation.

Do you have multiple systems that are complicated to use and difficult to integrate?

As an integrated risk and compliance management solution, Entropy Software™ reduces the need for numerous systems and allows you to consolidate maintenance requirements. An exceptionally intuitive and user-friendly interface provides comfort and confidence for users, reduces training requirements and ensures quick deployment with minimal disruption.

Is information in your business often difficult to collect, duplicated or out-of-date when you find it?

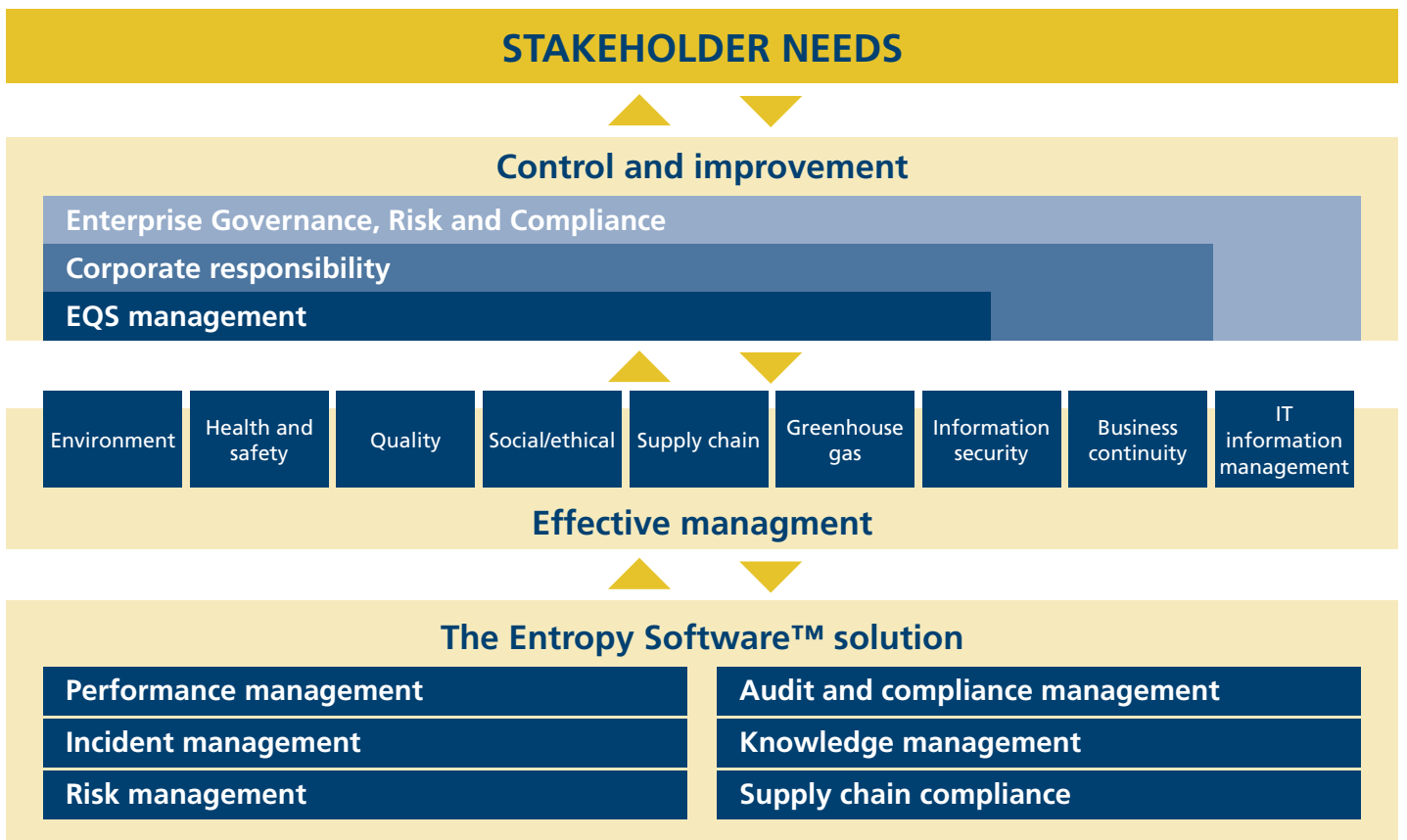
Entropy Software™ streamlines data collection and eliminates inaccurate or out-of-date information. By entering data only once you can reduce errors and duplication while increasing access to reliable information.

Is it difficult for your business to comply with regulatory and risk reporting requirements?


Entropy Software™ ensures that you can meet not only present, but also future compliance requirements.

Do you lack timely and accurate information about regulatory non-compliances and Corrective And Preventive Actions (CAPA)?

With easy and instant identification of non-compliances at a site, business unit or across your entire organisation, the Entropy Software™ solution can improve compliance management activity and overall performance.



This diagram represents the contribution Entropy Software™ can make to management controls and improvement



“One of the reasons why we use the Entropy Software™ system is that it allows resource-efficient implementation.”

Damian Corlett, Global Environmental Health and Safety Systems Implementation Manager, GlaxoSmithKline (GSK)

The Entropy Software™ solution

Entropy Software™ is a web-based solution that creates a fully functional and auditable environment that can integrate effective management with governance, risk and compliance. This includes health and safety, information security, supply chain, environmental, business continuity, and quality management systems. With Entropy Software™, your business can evolve from disparate systems and scattered documentation to best practices in management with a customised, comprehensive repository of information that managers can easily access and use to mitigate operational risk.

Scalable for an enterprise-wide strategy, Entropy Software™ works to pull together your legacy systems and processes to reduce cost and improve productivity and profitability. Industry leaders in mining, pharmaceuticals, manufacturing, automotive, telecommunication, and government all use Entropy Software™ to improve profitability, productivity and shareholder value.

Whether it's at the executive level where corporate policies are made, at the regional and site levels where procedures are implemented or at the auditor level where compliance and best practices are monitored, Entropy Software™ addresses the governance, risk, and compliance needs of the enterprise:

- Knowledge management
- Performance management
- Audit and compliance management
- Incident management
- Risk management
- Supply chain compliance

Industry areas of interest

INDUSTRY	Environment (ISO 14001, EN 16001)	Quality (ISO 9001)	Health & Safety (OHSAS 18001)	Supply Chain	IT Service Management (ISO 20000)	Information Security (ISO 27001)	Business Continuity (BS 25999)	Greenhouse Gas (GHGEV)
Mining	✓	✓	✓	✓	✓	✓	✓	✓
Healthcare	✓	✓	✓	✓	✓	✓	✓	✓
Manufacturing	✓	✓	✓	✓	✓	✓	✓	✓
Automotive	✓	✓	✓	✓	✓	✓	✓	✓
Telecom	✓	✓	✓	✓	✓	✓	✓	✓
Financial	✓	✓	✓	✓	✓	✓	✓	✓
Government	✓	✓	✓	✓	✓	✓	✓	✓
Food and Beverage	✓	✓	✓	✓	✓	✓	✓	✓
Petroleum	✓	✓	✓	✓	✓	✓	✓	✓
Chemical	✓	✓	✓	✓	✓	✓	✓	✓
Consumer Products	✓	✓	✓	✓	✓	✓	✓	✓

This diagram shows how various Entropy Software™ solutions can apply to many vertical market sectors



“We could see potential in Entropy Software™ going beyond environmental management to provide a means of housing a large number of tools and frameworks in one place. It also has the ability to communicate quickly.”

Joan White, Global Supply Governance Director, Diageo plc

Features

Web-based

Simply and easily installed on the web, meaning all you need is a web browser to access your information, anywhere, anytime.

Secure

Entropy Software™ is built to meet application security best practices and comes with a security framework that allows you to control user access levels and privileges.

Integrated

Seamlessly manage any number of workflows for any number of risk systems all in one platform.

Configurable

Address your specific business needs with an appropriate combination of workflows designed to work independently or together to suit your needs.

Modular

Solve immediate management issues now then add additional risk systems or workflows as and when required.

Scalable

The flexibility to start small and then expand to support a large global user community allows for phased implementation to suit the needs of your project.

Flexible

Use the default installation or configure as and when required to meet the unique needs of your business. Similarly, use the Entropy Software™ solution as a stand-alone application or have it integrated with other business applications and Enterprise Resource Planning (ERP) systems.

Compatible

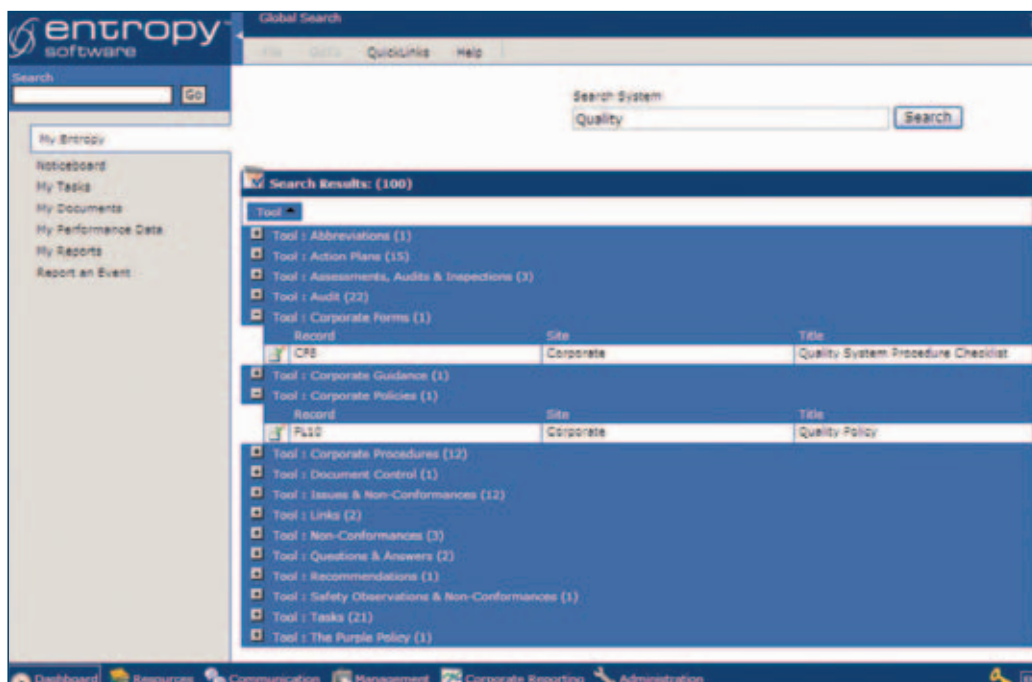
Designed to meet the requirements of internationally recognised approaches to risk and compliance management and ISO management system standards.

Multi-lingual

A user-friendly interface with an increasing number of language packs to meet your multinational needs.

Roadmap

Enhanced and upgraded regularly, the Entropy Software™ solution consistently remains best-of-breed in a rapidly changing compliance and information technology environment.



This screenshot is an example of a personalised Entropy Software™ dashboard showing system search results for 'Quality'



Benefits

Increase management system efficiency and effectiveness

With the ability to configure templates, forms, methodologies and data verification protocols, Entropy Software™ ensures data consistency and comparability across your entire business.

Increase efficiency

With automatic document control, notifications, data collation, verification, and reporting, you can focus more resources on tasks that add value to your business.

Aid decision-making and resource allocation

Instant visibility of all risks, opportunities and compliance issues means senior management and executives can improve decision-making and resource allocation.

Improve transparency, accountability and verifiability

With instant 'dashboard' and 'drill-through' access to risk and compliance information, there is a single source for all users, ensuring that critical information is transparent, auditable, verifiable and actionable from anywhere in your business.

Maximise Return On Investment (ROI)

Implementations are planned in accordance with your needs and the value drivers of your project to ensure that your business achieves the highest returns as soon as possible.

Rapid deployment

An exceptionally intuitive and user-friendly interface provides comfort and confidence for users. Training requirements are reduced, ensuring quick deployment with minimal disruption thereby accelerating your time to benefit.

Improve the accuracy and confidence in internal and external reporting

Built-in data verification features provide real-time access to verified information ensuring data integrity and reliability for both internal and external reporting.

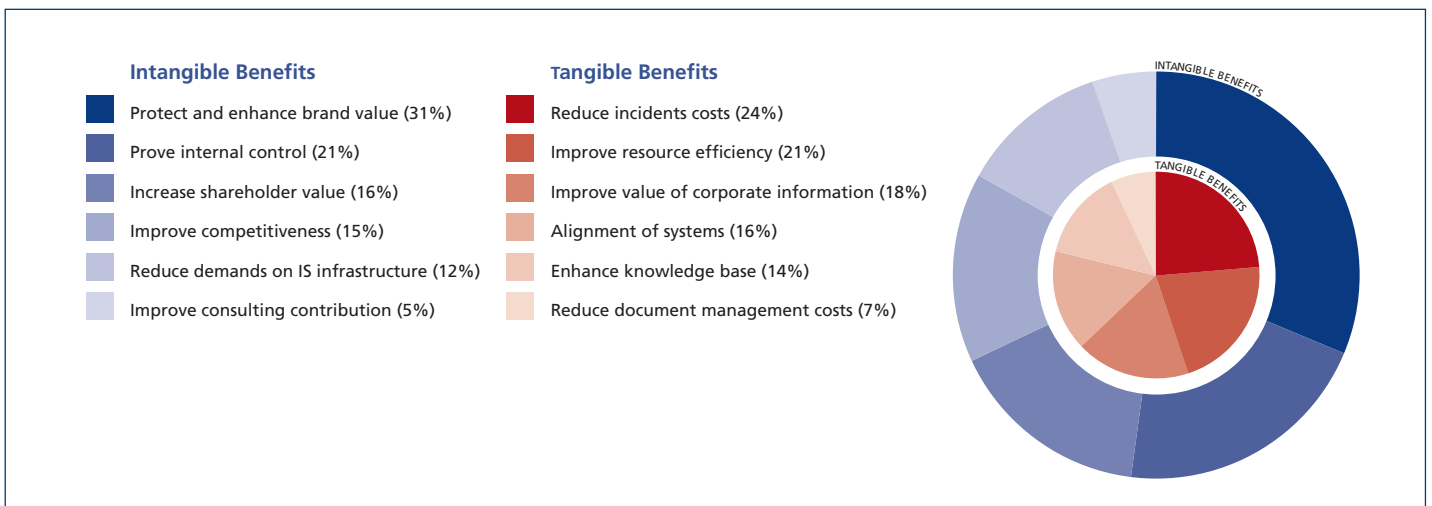
Enhance competitiveness and increase shareholder value

The ability to instantly see risks and opportunities and rapidly respond reduces potential negative impacts. This improves competitive advantage by minimising loss to shareholders while increasing the opportunity for growth in shareholder value.

Strengthen knowledge retention and operational excellence

With all users connected, efficiencies can be gained by capturing and sharing management system information. Search features allow users to easily locate people, solutions, and previous Corrective And Preventive Actions (CAPA) plans which can be cross-referenced to essential information. As this knowledge base grows, the overall management system becomes more resilient.

BSI Entropy Software™ Solutions – ROI Attainment



This diagram shows the typical intangible and tangible values that customers have gained from their Entropy Software™ projects

Operational risk, compliance and best practices

Designed to manage and integrate any number of risk areas, Entropy Software™ can be applied to suit the risk and compliance needs of your business. Whether addressing health and safety, environment and quality management, or activities in relation to physical security, information security, the supply chain, property management or business continuity, Entropy Software™ is ideally suited to meet your present and future requirements.

Health and safety

Most health and safety incidents are enormously costly to business. Lost time, insurance costs and claims, impact on employees or even the loss of life all damage corporate reputation, reduce operational efficiency and erode profitability. The Entropy Software™ solution meets the requirements of BS OHSAS 18001 and gives you the ability to demonstrate improved performance, coupled with communication and feedback tools that motivate employee participation and awareness.

Environment

Entropy Software™ aligns with the requirements of ISO 14001 and provides a clearly structured platform for managing key information, allowing you to focus on continual improvement of your environmental performance.

Quality

Entropy Software™ meets the certification requirements of the ISO 9000 series and has all the features required for an effective quality management system, giving you the ability to demonstrate improvement in product and service quality.

Supply chain

With an increased reliance on the extended organisation to deliver business results, Entropy Software™ provides a flexible solution to assess and manage risks in your supply chain to give you peace of mind and compliance assurance.

“Entropy Software™ is a key element of our risk management toolbox. It makes data more accessible, up-to-date and manageable and facilitates sharing of information across supply centres.”

Roberta Barbieri, Risk Director, Diageo plc



The red-amber-green traffic light system gives immediate visual impact of compliance or performance

Core modules

Auditing and compliance

- Generate an audit schedule for your whole organisation or provide an individual audit activity for a specific site
- Track audit results, review scorecards and manage necessary actions from non-conformances to recommendations.
- Create a register of legal requirements and manage key actions to stay in compliance

Incidents and investigations

- Document, record, track, and report information for incidents and investigations
- Receive email and on-screen reminders of incidents that need investigation, reporting and corrective actions
- Monitor investigation causes, time lost or other comparable factors to automatically generate statistical trends analysis

Performance management

- Configure performance graphs for sites, units and the entire business
- Create action plans for implementing objectives and targets

- 'Traffic-light' performance scoreboards show compliance status, Key Performance Indicators (KPIs), and progress towards corporate and site objectives
- Templates for metrics collection can be created to match a variety of reporting areas such as quality metrics, GHG inventories, GRI reporting, incident trends, and general management system statistics

Knowledge management

- Search your management system for relevant documents and records and use the portal to create an ever-increasing library of shared resources
- Automatically identify training needs based upon roles, work areas and key processes

Risk identification and assessment

- Identify risks using a simple interface to represent your business, with intuitive icons identifying aspects, hazards and undesirable events
- Graphs reveal the significance of risks for a process, site, group of sites or your entire business, enabling you to easily create action plans and tasks to control and minimise risk

Partnerships

At BSI, we pride ourselves on bringing business, personal, and financial value to our customers and their employees through our software, expertise, and people. This is why the leaders of global businesses representing a combined market value of £100 billion have chosen the Entropy Software™ solution and why it is now in use at thousands of corporate and government sites around the world.

At BSI, we build and maintain relationships with our customers and we have a proven track record of helping companies, large and small, to benefit from Entropy Software™ with integrated risk management and compliance solutions. We offer our customers a wide range of services from software solutions to specialist knowledge, from tailored training to standard certification and greenhouse gas emission verification.

We are very proud that our customers include many of the world's largest and best-known companies. Our success is based on providing a dynamic solution, creating business value, and building strong partnerships. For more information about how we develop successful relationships visit

www.bsi-entropy.com



Implementation

Whether you are improving an established system or embarking on a new investment, your Entropy Software™ solution can be tailored to meet your needs.

Implementation guidance

To maximise the value of your investment, BSI can provide implementation services to understand your strategic objectives and service needs. This includes a project discovery workshop, establishing ROI, business case development and system design and build services to meet your goals.

Training

All users of Entropy Software™, whatever their role, require some form of training. BSI offers Entropy Software™ project implementation training and end-user training as well as a certification programme for those aspiring to become an expert. All training programmes can be delivered face-to-face or remotely via the internet.

Customisation, integration and migration

Customising features to meet your needs typically include the development of custom reports, migration of data from legacy systems and/or integration with Enterprise Resource Planning (ERP) or other applications.

Hosting

BSI provides a secure hosting environment for our Entropy Software™ customers. Hosting with BSI saves you considerable time, and effort supporting and upgrading your software over time, reducing the burden on lean IT support teams.

Ongoing customer communication

BSI prides itself on meaningful, accurate and timely communication with customers and we view effective communication as fundamental to successful relationships. This is achieved through regular project reviews, facilitated special interest groups, quarterly newsletters and our annual user conferences.

Technical support

Our experienced technical support professionals are available at all stages of the project as part of a support services agreement.

Maintenance and enhancements

An annual agreement includes resolving any faults or failures, carrying out periodic improvements, and product enhancements as they are made available.



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