

Improving Emergency Notification for a Multi-Location Corporation



There are many factors that determine how well a company is able to communicate within their organization. How large the company is, how many locations the company has and the overall complexity of the organization are just a few major factors that impact communication.

With outward communication being crucial for companies of all sizes during an emergency, finding a solution to fit those needs and ensure that businesses are able to effectively communicate with employees is a must.

The Challenge

Global emergency notifications to a disperse workforce

As a large software company with roughly 50% of employees working remotely, BMC Software had their work cut out for them when deciding on an emergency messaging system.

After settling on a competitor of Preparis and having a lackluster experience, Global Safety and Security Director, William Kearney was brought onto the business continuity team at BMC and immediately knew that the solution that was in place would not provide them with the best in emergency notification and business continuity.



16 Global Tier One Facilities

50% Employees Work Remotely

Successful use of Preparis in:

- Attack in London
- Flood in Mumbai
- US Hurricanes
- Attack in Copenhagen
- Typhoon in Hong Kong

“We have 16 Tier One facilities globally. We have people working in the field, a sales, team, people working from home, and a team of developers. Agility Recovery allows us to keep up with everyone during an emergency, no matter where they are.”

— William Kearney, Global Safety and Security Director, BMC Software



The Results

Effective communication during global incidents

BMC first used Agility Recovery's Preparis during the attacks in London. BMC was able to quickly send out alerts to employees in the affected area and determine whether or not employees were "ok" or "not ok" by utilizing Preparis' dynamic, two-way messaging software.

Shortly after the London attacks, BMC was able to successfully use Preparis to notify their global workforce during an attack in Copenhagen, flooding in Mumbai, a typhoon in Hong Kong, Hurricane Harvey and Hurricane Irma.

Before and during Hurricane Harvey, BMC used Preparis to send out notifications to update those in Houston and other impacted areas. Once the storm had passed, BMC found that they were able to utilize Preparis to not only make contact with employees to determine whether they were safe or not, but to send out alerts as to which facilities were open and to keep employees updated on road closures.

Keeping Employees Safe

Preparedness plans are now up-to-date and tested. BMC found that by utilizing the unique and dynamic features that Preparis offers, they are able to monitor reporting and ensure that their many facilities have updated emergency preparedness plans in place.

Mr. Kearney stated, "Preparis allows me to go in and if I see a plan that's dated 2014, I know that facility has not been updating their plans. I can audit their plans while I'm sitting at my desk and that's great. We have assurance that everyone's facilities are up to date."

Having the ability to effortlessly communicate with employees all across the globe has also proven to be a major point of value to BMC. The ability to know that during a storm, or any emergency situation for that matter, that their employees are safe is priceless.

Regularly testing emergency messaging systems and Emergency Action Plans (EAP) is a critical part of ensuring the safety of not only your employees, but the business itself.

BMC has found using the Preparis Portal to send out test notifications once or twice a year by location to be a valuable component of emergency preparedness. It allows them to feel confident that in a real emergency, they will be able to quickly and effortlessly make contact with employees. Because BMC has many employees who work remotely and numerous facilities across the globe, this feature helps BMC to prevent sending test messages to areas that are receiving an actual crisis alert.



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In the wake of the unexpected, we make resilience simple by providing the expertise and resources your organization needs to recover quickly. Whether you're a seasoned continuity professional or creating your company's emergency plan for the first time, we're ready to support you and your team.