



MASS NOTIFICATION FOR A LARGE UK PRIVATE PENSION COMPANY

CASE STUDY



"We are a large UK private pension company, and we were seeking an effective mass notification tool that would support our new crisis response framework. After considering a number of software platforms we elected to work with Crises Control and implemented their platform to ensure effective and swift response across the group."

Business Continuity Manager

SUMMARY

A large UK private pension company successfully integrated the Crises Control platform to enhance their crisis response framework across their operations. With the adoption of Crises Control, they ensured rapid, secure communication between incident management teams and across their workforce, which spans both in-office and remote environments. The platform has become essential in supporting their regular testing exercises, ensuring a well-coordinated response during emergencies.

CHALLENGE

As a growing organisation with a diverse workforce operating across different locations, the company faced challenges with its outdated communication tool, which only allowed push notifications. This limitation made it difficult to manage interactions between incident management teams effectively and did not align with their new crisis response framework. They required a solution that would not only provide mass notifications, but also enable interactive communication and secure engagement with their workforce, whether in the office or working remotely.



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SOLUTION

Crises Control addressed these challenges by delivering a mass notification platform designed for effective crisis communication. Key features that contributed to the successful implementation included:

- **Rapid Mass Notification:** The platform provided secure, two-way communication capabilities, enabling swift response and engagement across the organisation.
- **Flexible Communication Tools:** Crises Control's platform allowed for interactive communication between the incident management teams, which was essential for real-time collaboration and decision-making.
- **Comprehensive Training and Support:** Crises Control conducted extensive online training sessions for administrators and senior staff, accommodating team schedules to ensure comprehensive onboarding. The team also provided additional "mop-up" sessions to support those unable to attend initial training.

CUSTOMER FAQs

- **What challenges were you facing that led you to seek a solution?**

We were using an outdated communication tool that didn't meet our expanding workforce and fit in with new ways of staff working between office and remotely. The old tool only allowed push notifications and we wanted a tool that could securely manage interactions between incident management teams to ensure we had the optimal response capability.
- **How did Crises Control help resolve those challenges?**

Crises Control listened to our requirements and provided a software tool that could meet the challenges of our expanding organisation. We were able to very quickly implement the tool and test all aspects of the software to ensure that we could contact our staff in an emergency situation.
- **How would you describe your relationship with the Crises Control account team?**

The Crises Control team are great, very approachable and respond quickly to any questions or queries we may have. They ran a number of on-line training sessions for our administrators and senior staff.
- **How satisfied were you with the onboarding and training process?**

The Crises Control team makes the onboarding and training process very easy, and they are flexible when they can provide training, when some of our administrators were unable to attend one of the sessions they were helpful in running 'mop-up' sessions.



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CONCLUSION

The implementation of Crises Control has significantly improved the crisis response capabilities of this UK private pension company. Through its interactive notification system and secure communication features, Crises Control has empowered the company's incident management teams to respond swiftly and effectively. The platform's flexibility, ease of use, and dedicated account support have made it an invaluable tool in ensuring operational resilience and continuity across the organisation.



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