



HOW CRISES CONTROL EMPOWERED A GLOBAL LAW FIRM CASE STUDY



"Engaging with Crises Control has been exceptional from the initial quote to the full rollout. Their responsiveness to queries and willingness to assist in unique situations has been invaluable."

IT Service and Business Continuity Manager

SUMMARY

A global law firm successfully implemented the Crises Control platform to enhance its mass notification capabilities and streamline crisis response processes. Operating across nine countries, the firm leverages Crises Control to ensure reliable communication with employees and efficient management of its crisis plans. The platform plays a key role in supporting the organisation's new business continuity framework, ensuring seamless operations during emergencies.

CHALLENGE

The firm required a mass notification solution that could operate effectively in China and across its global offices. Existing systems were outdated, lacked the capability to manage interactive communications, and could not support the growing complexity of the firm's new crisis response processes. The need for a reliable and scalable solution became urgent to enhance coordination between response teams and ensure prompt communication with employees worldwide.

SOLUTION

Crises Control addressed these challenges by providing a robust mass notification tool that seamlessly integrated with the firm's business continuity framework. The platform's capabilities enabled the firm to:

- **Reliable Global Communication:** Deliver instant notifications across its offices, including in regions with strict communication requirements, like China.
- **Streamlined Crisis Management:** Migrate existing crisis plans into a centralised, user-friendly platform, reducing confusion and improving clarity during incidents.
- **Enhanced Response Coordination:** Facilitate clear and concise engagement between incident management teams, ensuring optimal crisis response capabilities.
- **Employee Accessibility:** Deploy the Crises Control app across the firm's global workforce, allowing employees to access emergency communications and business continuity plans seamlessly.



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CUSTOMER FAQs

› What value does Crises Control bring to your organisation?

Crises Control has become our primary tool for Business Continuity, offering a comprehensive solution that integrates seamlessly with our new framework. Additionally, it provides a global mass notification system.

› How would you describe your relationship with the Crises Control account team?

The Crises Control account team has been extremely supportive, suggesting innovative solutions tailored to our needs and even developing new functionalities to accommodate our requirements.

› How satisfied were you with the onboarding and training process?

Our onboarding and training experience has been outstanding, with the team providing excellent support and concise training videos that are convenient for our staff.

› How do you use the Crises Control platform?

We utilise Crises Control as our central Business Continuity tool, encompassing our plans and emergency communications. It is deployed across our offices in nine countries, with each employee having the app installed for easy access.

› What does Crises Control enable you to do more efficiently?

It enhances our ability to communicate with employees, and efficiently create, update, and manage our crisis control plans.

CONCLUSION

The adoption of Crises Control has been transformative for this global law firm, addressing critical challenges in communication and crisis management. By integrating Crises Control into its new business continuity framework, the firm has enhanced its ability to respond to incidents efficiently, ensure employee safety, and maintain seamless operations across its global offices. The platform's reliability, flexibility, and the outstanding support provided by the Crises Control account team have positioned it as a cornerstone of the firm's emergency response strategy.



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