Stockley Park Estate Management LTD

Stockley Park

> ❝ Because our platform does not just serve us, the businesses resident on the Park are also stakeholders, it is important that we have a critical communication solution that can evolve with our changing needs. The Everbridge Platform does all that and more.❞
>
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> **Stockley Park Estate Management LTD**

OVERVIEW

Stockley Park in Uxbridge, Middlesex enjoys a reputation as being one of Europe's premier business parks. Opened in 1986, Stockley Park is home to an eminent range of tenants, including global brands such as Apple, Canon, IBM and GlaxoSmithKline, with first-class amenities available to all companies including restaurants, coffee shops and bars. The estate management of Stockley Park is provided by Stockley Park Estate Management Limited (SPEML). SPEML provides a service to tenants, landlords and Park Management Boards that enables the smooth running of Stockley Park.

The team works closely with all of the landlords and tenants of the individual office buildings on the campus to ensure their fullest co-operation in maintaining the highest quality services at Stockley Park.

PROBLEM

Stockley Park occupies 150 acres with 25 buildings, accommodating over 165,000 sqm of high quality office space, and provides SPEML with constant challenges particularly from a security perspective. During one of the quarterly security forums, held in collaboration with Park tenants, the need for a notification solution was acknowledged. The organisation also need to be able to communicate to its geographically-dispersed employees and tenants of Stockley Park quickly and efficiently, regardless of any business disruptions that may occur. Given the increasing number of threats to business continuity, SPEML needed an effective, user-friendly unified critical communication system to send important messages to key stakeholders during critical events.

SOLUTION

SPEML selected Everbridge's Unified Critical Communication Platform to support its business continuity initiatives and improve critical communication planning, threat monitoring and response. Using Everbridge, SPEML can instantly deliver emergency and operational messages to and from employees and tenants on the Park, across all devices and office sites. In addition, SPEML can use the system for post-communication analysis and auto-feed capabilities, to help maintain data-integrity to ensure that the right messages get to the right people every time.

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WHAT WAS THE INITIAL DRIVER THAT MADE YOU REALISE A NOTIFICATION SOLUTION WAS REQUIRED FOR STOCKLEY PARK?

The initial driver for us to realise a notification solution was required came from the security forum we hold quarterly with the tenants on the park. We looked at interactive communication as a whole, and we liked the Everbridge platform.

WHAT PROVISIONS DID YOU HAVE FOR CRITICAL COMMUNICATION PRIOR TO THE EVERBRIDGE PLATFORM?

In addition to Vodafone pagers, we had an SMS texting service for out-of-hours communication. As an add-on to Vodafone pagers we also had an MDS (Message Distribution System) that allowed communication to mobile phones and emails. We needed to communicate to additional people in the organisation to ensure the messages were being delivered as there were times when people would terminate their employment and the pagers would be left in a desk draw.

WHY DID YOU ULTIMATELY CHOOSE EVERBRIDGE TO FULFIL YOUR NOTIFICATION NEEDS?

Via the Security Forum, we discussed the need to update to interactive communication and at the time a representative from the Metropolitan Police told us about the Vocal iModus platform. We were told it was an effective tool for mass notification and critical communication and was successfully used as the communications platform during the 2012 Olympics. The Counter Terrorism Protective Security Command from New Scotland Yard also sang the praises of the Vocal iModus system. When we looked into iModus we found that following the acquisition of Vocal by world leader Everbridge, iModus had been superseded by the Everbridge platform. Initially we were concerned that the terms and conditions for Everbridge would be subject to US law and procedures so we continued to search for an alternative service provider. I was reassured by Tiffany at Vocal that the Everbridge Platform would be provided under UK terms and conditions so we signed up and are pleased that we did.

The platform is intuitive and removes the need for manual and unreliable processes. We know who to send messages to in the event of specific incidences and we know who has responded to those messages. Because our platform does not just serve us, the businesses resident on the Park are also stakeholders, it is important that we have a critical communication solution that can evolve with our changing needs. The Everbridge Platform does all that and more.

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

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