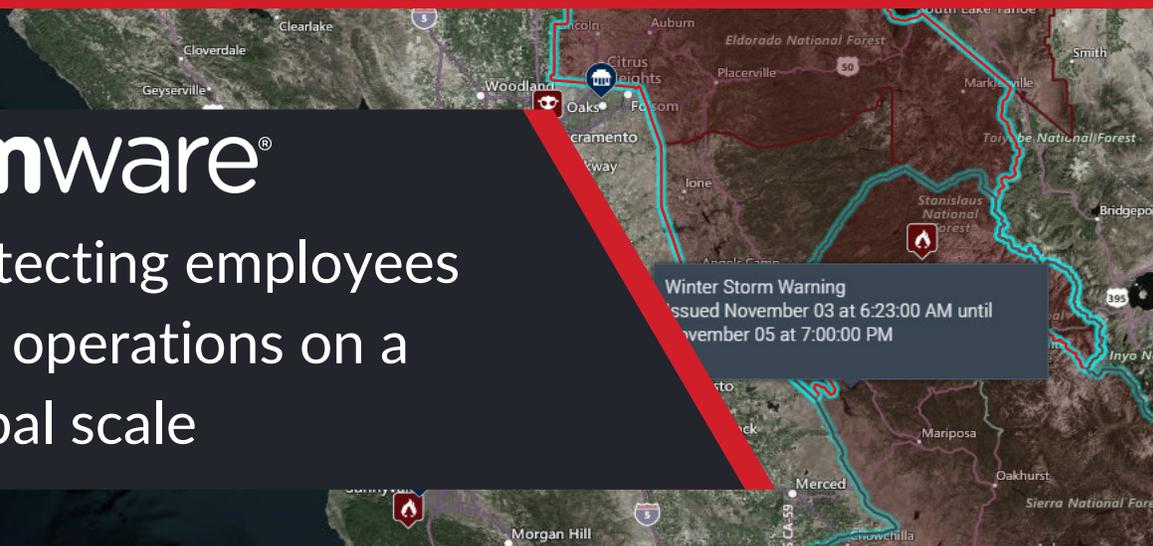




Protecting employees and operations on a global scale



Travel

DETAILS

Security Risk

Travel Types Light, Rail, C

COUNTRY RISKS

Risk Level

Risk Type

TIME RANGE

- Recent
- Current
- Upcoming
- Use Timeline

From plane crashes, shootings, and natural disasters to the Boston Marathon bombing, Visual Command Center helps VMware protect people, assets and operations worldwide.

VMware is the world leader in virtualization software and cloud computing solutions. With more than 18,000 employees, the company maintains offices and data centers on six continents, and provides software and services to more than 500,000 customers, including all of the Fortune 100 corporations.

An important aspect of maintaining VMware's market leader position is ensuring the continuity of operations for their customers, and the safety of their people, including employees in the field serving clients.

With global risk events on the rise, VMware needed a way to manage risk in order to minimize or eliminate the impact of adverse events on their operations. The company was particularly interested in harnessing the immediacy of social media, such as Twitter and Flickr, to gain early information about developing threats.

SOLUTION

To gain a comprehensive, actionable view of its assets and potential risks, VMware has deployed Visual Command Center enterprise risk visualization software at its Global Security Operations Center (SOC).



COMPANY BACKGROUND

- + Software/high-tech
- + HQ Palo Alto, CA
- + \$5 Billion in Revenue
- + 18,000 employees
- + 156 offices worldwide
- + Over 500,000 customers

BENEFITS DELIVERED

- + Time Saved - Quicker decisions, reduce communication time from hours to minutes or seconds
- + Risk Reduction - Ability to monitor many asset locations at once and get alerted to potential threats near those assets, without losing sight of the bigger picture of world events
- + Duty of Care - Able to provide timely, accurate information to employees, so they can take needed precautions





Using Visual Command Center, the company’s Global Security & Safety team can monitor threats like natural disasters, severe weather, civil unrest, and terrorist activity. These potential risks appear on an interactive online map, along with the locations of VMware offices, data centers, employees, and travelers. Information previously available to the team through multiple technologies is now integrated into this single system.

Visual Command Center constantly monitors and analyzes threats relative to VMware’s operations so that the security team can focus on exactly what matters. Eliminating the noise that can come with large amounts of data, so they can make better decisions faster.

ALERTS PROVIDE A HEADS-UP TO RELEVANT RISKS

Visual Command Center reduces the risk that the security team will miss a relevant risk event or discover it late. When a risk event occurs near one of the company’s assets, Visual Command Center alerts key stakeholders and key contacts immediately, on screen and via e-mail. These alerts provide information about the threat and where available, instructions for avoiding or minimizing its impact.

ASSESSING AND ACTING ON RISK INFORMATION

Command Center constantly monitors and analyzes threats relative to VMware’s operations so that the security team can focus on exactly what matters. Eliminating the noise that can come with large amounts of data, so they can make better decisions faster.

Once they are aware of a potential threat event, security team members can use Visual Command Center’s search and analysis tools to get a more complete understanding of the situation:

- + Drawing boundaries on the map lets users isolate and list assets in a specific area.
- + Users can search for items in their data or in outside sources, like Bing Maps and Twitter.
- + Clicking on an event or asset on the map displays additional details, often including links to other news or information sources.

Using these resources, the security team can begin working to proactively assess a threat’s potential for disrupting or endangering their operations. Potentially affected personnel can be notified and kept in the loop about risk events that may affect them.

TRACKING THE BOSTON MARATHON LOCKDOWN

Visual Command Center was put to the test two days after the Boston Marathon bombing in April, 2013. While police were hunting the bombing suspect, Boston and its suburbs were on lockdown—public transport was shut down, and the governor had requested that residents stay inside as much as possible.

Like most of the nation, VMware's security team was following the story on major news outlets. But through Visual Command Center they were also able to monitor Tweets from residents throughout the metro area. Tweets containing security keywords such as "bomb" are automatically surfaced in Visual Command Center, and the security team could also use their own search terms to find relevant Tweets.

Based on this immediate information, they were able to determine that the manhunt had moved to Watertown, west of Boston, before this information was reported by news media. Visual Command Center allowed them to see where the police operation was in relation to the company's facilities and employees.

USING TWITTER TO ASSESS THE CHINA EARTHQUAKE IMPACT ON OPERATIONS

The Boston Marathon was only the first event that week that the security team was able to follow through Visual Command Center. Just hours after the capture of the surviving Boston bombing suspect, a major earthquake hit the area near Chengdu in China. Using Visual Command Center, the team immediately located the nearest VMware site, about 65 miles from the earthquake. Twitter feeds in Visual Command Center enabled them to determine that the damage in and around that facility was minimal.

"Visual Command Center dramatically increases our ability to manage risk and protect our people and operations from threats on a global basis."

Joe Brown

Director Global Security and Safety, VMware

PROTECT TRAVELING EMPLOYEES FROM A SHOOTER

The VMware team has also used Visual Command Center's traffic camera and Twitter feeds to follow a shooting incident at Los Angeles International Airport. They were able to pinpoint the shooting location and determine which terminals were affected, and whether VMware travelers were in the area.

The VMware team is also able to assist its traveling employees. For example, when a flight crash-landed at San Francisco International Airport, the team using Visual Command Center discovered that the airport would close before this was reported by the media. The company was able to notify the company's travelers who would be affected, and provide them with timely accurate information.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is the global leader in critical event management and enterprise safety applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running faster. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Lansing, Beijing, London and Stockholm.

