



Johnson Controls Improves Response Time and Reduces Manual Tasks with Everbridge



Johnson Controls International (JCI) is the global leader in smart sustainable buildings. Founded in 1885, JCI continues to expand its reach and set itself apart as a leader in building products, technologies, and innovative solutions. Their team is comprised of over 100,000 experts in over 150 countries across 1600 offices.

Highlights

- + Introducing the Everbridge Visual Command Center allowed JCI to end redundant manual processes and pivot their focus to more significant events such as severe weather or other human-induced threats within 10 miles of an office.
- + Everbridge helped JCI reduce hours spent on manual processes and high costs, resulting in time optimization by streamlining the integration and structuring of HR data: allowing JCI to orchestrate and automate their response to threats through a common operating picture.





Everbridge filled a giant gap that we had. It allowed our GSOC to focus on more than the most severe critical events because previously everything had been so manual.

BRAD ABELT

GSOC and Security Operations Manager

Challenges

When Brad Abelt took over the role of GSOC and Security Operations Manager, JCI was relying on two different systems. As a global organization, JCI had difficulties integrating and structuring its HR data across several locations. With more than 105,000 employees and 1,600 offices, JCI needed to find a way to organize and streamline its data for better use.

JCI's previously disparate systems caused confusion and a lack of consistency, making it difficult for teams to focus on potentially significant threats like hurricanes or active assailants. Additionally, expanding their thresholds too quickly caused team members to be overwhelmed—making it more difficult to achieve comprehensive critical event management. According to Abelt, “Not having a reliable feed made [Everbridge] a necessity for us.”

Solution

One of the biggest drivers of JCI's move to Everbridge came when the Vice President of Facilities and Security saw how manual and time-consuming the process was to identify site contacts, build out a message, and send that message to the identified site contacts. “Halfway through witnessing the process, he knew it was something we had to fix,” Abelt said.

JCI currently uses an array of Everbridge products, including Everbridge CEM. Everbridge CEM helps maintain JCI's asset database, which includes approximately 1,600 facilities across 150 countries.



This allows JCI to monitor threats to their assets across the world. When a threat is detected, the GSOC is automatically notified about risk events that meet certain thresholds and that could impact company assets. Similarly, JCI's existing mobile app capabilities allow employees to easily notify the GSOC and receive assistance.

Everbridge also helps notify the GSOC Management Team when a critical event occurs via "FYI" emails. FYI emails currently function as early or pre-incident notifications. If an FYI email is sent, the GSOC will compose an alert using a checklist to ensure the right information is included when sending the alert via Outlook to site leaders, travelers, the Crisis Management Team, and other company stakeholders. Following these notifications, designated teams can pull screenshots from Everbridge VCC: eliminating noise and identifying relevant risks easily.

With a common operating picture making it easier for teams to gather data and identify threats impacting various regions, leaders at JCI can better identify next steps and ensure relevant parties are notified of the threat and appropriate assets are protected. Through integrating and structuring their data with Everbridge VCC, JCI can also organize, monitor, prioritize, and set up auto-responses: allowing them to send targeted FYIs on a sliding scale.

In a commitment to their people and their customers, JCI will soon begin using Everbridge Mass Notification, further removing manual processes from the equation and securing long-term enterprise and people resilience for years to come.



The Best in Resilience™ Certification demonstrates your ability to protect your people, safeguard operations, and sustain performance with CEM (Critical Event Management) best practices. Visit bestinresilience.com for more information.



Scan the QR code to learn more about the partnership





Let's Chat

Would you like to know more about **Critical Event Management**? Request a demo at Everbridge.com.
