Managing Mission-Critical Safety and Security

During the COVID-19 Pandemic

Managing customers in your facilities and protecting your workforce takes on new meaning during the COVID-19 pandemic. Security executives need to adapt to meet the COVID-19 challenge head-on, driving timely responses to protect people and assets. Control Center is trusted by leading organizations around the world where security is mission-critical; and helping to meet some of the COVID-19 operational challenges.

Control Center provides a single user interface and centralizes control of facilities to create more efficient operations around the world across geographically dispersed locations. This is vital to enable faster response to critical events that could affect your people, facilities and assets.

Many management teams and their boards currently have three critical questions at the top of their agenda:

+ Are we safe?

+ Are we secure?

+ Are we in control?

Duty of care

The 2020 Edelman Trust Barometer[1] highlighted that 74% of people surveyed expect their CEOs to take the lead on change to address global issues. In the context of COVID-19, a follow-up survey indicated that people trust their employers to respond effectively and responsibly to the pandemic, and 78% want businesses to act to protect employees and local communities.

CEOs have a societal and organizational responsibility to adequately deliver on their duty of care during the coronavirus pandemic.

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Many management teams and their boards currently have three critical questions at the top of their agenda: Are we safe? Are we secure? Are we in control?

Safety and security scrutiny became more intense leading up to and during the COVID-19 pandemic than before; and is highly likely to continue beyond the pandemic.

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1 https://www.edelman.com/trustbarometer.

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Executive teams now realize that safety and security are broad topics and need a comprehensive security strategy.

During the COVID-19 pandemic and beyond, security executives should aim to give management teams and their boards real-time visibility on impacts covering people, facilities, assets, and operations.

Operational resilience

Organizations need operational resilience during critical events. They need to be able to respond, adapt, recover and learn from events as they happen. They also need to be able to manage events efficiently and effectively to mitigate business risks.

COVID-19 highlights the diversity of safety and security risks that need to be reviewed and put into effect for operational resilience.

Operational impacts during the current pandemic apply equally to our post-pandemic world. Building an organization that is adaptable to critical events that may happen in the future, requires preparing for predictably unpredictable crises.

Many organizations have not given enough analysis and credence to the worldwide risks that we are facing in the 21st Century. For example, many countries and organizations were unprepared for this global pandemic.

History tells us that crises and critical events can happen anywhere in the world and create local, regional or global impacts.

It's imperative that security executives are prepared for disparate safety and security threats that may be economic, environmental, geopolitical, societal, or technological.

Operational challenges

Managing security across any size of organization is hard even when there isn't a global pandemic going on. It is important that leadership teams know that their staff, facilities and assets are safe and secure.

During any critical event, a flood of information flows into the organization and this information overload can overwhelm people if not managed effectively. Reducing the noise and focusing people's attention on what needs to be done immediately from a safety and security perspective is critical. This requires dealing with many operational challenges to ensure that the right people have the right information at the right time.

COVID-19 has disrupted global supply chains, highlighting how interconnected and interdependent we all are. Many organizations have unmanned or under-manned facilities and assets, leading to a raised risk profile, if not properly secured. The converse is going to be true post-lockdown. Busy control rooms will require enforcement of physical distancing and appropriate measures made for ensuring people are complying with regulations and recommendations. Managing people safely and securely in potentially busy or crowded environments, such as transportation, retail and offices, will require careful planning and implementation.

With so much sudden change going on today, we should put people first and ensure that our organizations are putting appropriate safety, security and risk management policies and practices into place.

Control Center

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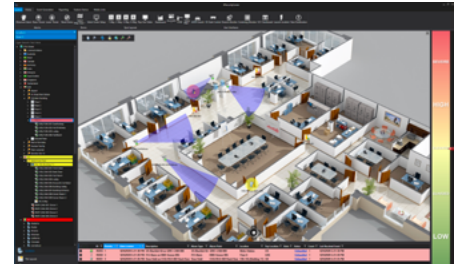
Organizations using Control Center benefit from:

+ Integrating with corporate security devices, sensors and data to provide holistic control from a single user interface.

+ Centralizing control and creating a common operating picture to reduce information overload and accelerate response times.

+ Automating and creating compliant workflows to manage critical events.

+ Building consistent incident reports that can be used with senior management.

+ Avoiding technology lock-in restrictions.

+ Providing mission-critical levels of safety and security to people, facilities and assets.

Preparing for the future, today

As the first wave of the pandemic recedes, it reveals immediate opportunities for action to prepare for what's forthcoming. Security executives can positively use this experience to influence their senior management and their boards to continue the focus on safety and security and ensure they are fully prepared for ongoing global crises that need to be proactively managed.

5 key take-aways:

1. Be safe. Be secure. Be in control. Now and in the future.
2. Meet COVID-19 challenges head-on. It is about acting compassionately and professionally.
3. Drive timely responses to safeguard your people, facilities and assets. Be prepared and able to respond. People are relying on you.
4. Influence your management team to fully engage with safety and security; today and ongoing.
5. Prepare your organization for the next crisis. If you're battling today's battles with quick fixes, prepare to think strategically as well as tactically. COVID-19 may pass, but crises will never go away.

Let's Chat

Do you have questions? Would you like to know more about Everbridge?
Get in touch or just call us at +1-818-230-9700 to learn more.

ABOUT EVERBRIDGE

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

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