



Sandvik Hard Materials is a part of the Sandvik Group. The Sandvik Group, established in 1862 with headquarters in Sandviken, is one of Sweden's largest export companies with more than 300 wholly owned subsidiaries and representation in 130 countries. The Group has annual sales of \$8.1 billion, with more than 41,000 employees. The company is also highly research oriented, with several investments in R&D related to new products and processes.

PROBLEM

Sandvik Hard Materials has locations throughout the world. The global team speaks multiple languages and understands the unique nuances of cultures and countries, with local offices and production sites maintained by a global support and supply network. This network links production facilities from around the globe to share information and, more importantly, provide backup supply if necessary.

To make sure that they were able to provide backup for each other and their customers the organization needed to a secure and standard process for crisis management. They also needed a tool that supported global communication and cooperation between central functions at HQ and the local sites, as well as regular crisis training for local teams.

SOLUTION

“By implementing Crisis Commander we were able to have all our units working in the same way with crisis management. The method for preparation in Crisis Commander also became the main framework of our global policy and today we are able to audit and do follow up on all our different crisis management teams right from our mission control centre at HQ.”



BENEFITS

“It is vital for us to ensure the capability of each individual crisis management team. When a crisis occurs we get immediate automatic notification to HQ and are able to monitor, communicate and support local actions from an HQ level in the same system. This is a vital asset for our strategic leadership in the event of a crisis. With the ROLL-OUT- program that we carried out together with Crisis Commander for all for our units, we also got the same introduction and basic crisis management training. In the Crisis Commander system we now provide desktop-exercises and instructions for the local team's annual training.”