



Established in 1861, Stockholm Vatten (the Stockholm Water Company) treats and purifies wastewater and produces and delivers drinking water of high quality to more than 1.2 million people in Stockholm, Sweden. The company owns and maintains 5,300 km of water and sewer systems.

## PROBLEM

Delivering services to several city municipalities in the Stockholm area highlighted the need for coordination and rapid response to emergency situations to ensure the continuous provision of drinking water and purification of waste water.

As a result, the Stockholm Water Company realized that it needed to conduct yearly crisis management exercises for its Emergency Operations Team to confirm it was ready for a real emergency. To accomplish this, the organization needed a tool that ensured that plans and procedures were up to date as well as provide a notification tool to mass communicate with thousands of key stakeholders in case of a crisis.

## SOLUTION

“By implementing Crisis Commander along with an annual crisis training program for our staff and clients, we received a system that became the repository for our plans and procedures. By being stored in a central location, outside our office and accessible regardless of location, we can now access our plans wherever we are and act fast and swiftly. Crisis Commander also provides us with an update engine that reminds our staff to continuously update documents and if they don’t, the Update Administrator is automatically notified.”



## BENEFITS

“Always having updated plans and procedures in a safe place outside our offices is a key benefit to us. This together with staff that are being regularly trained in using the tool, as well as trained in crisis management, is an invaluable asset to us. This has made us more confident in handling severe situations and recently made us dare to switch off our biggest drinking water plant during an exercise to test and measure our ability to still provide drinking water to our clients.”