



GOVERNMENT AGENCY CASE STUDY



"The ability of the Crises Control platform to carry our key communications and track that they have been read and understood is of immense value to us as an organisation."

Director of Communications
UK Government Scientific Agency

INTRODUCTION

A leading UK government scientific agency with more than 5,000 employees based in their head office and a number of regionally located operational sites, needed a critical communications tool to distribute urgent messages to all staff. The platform needs to ensure that critical messages are notified quickly and securely to all employee groups.

CHALLENGE

Operating as it does within the health and safety sector, providing scientific advice at a national level, the customer handles a range of critical and fast moving issues that must be communicated quickly to its employees.

This means that they need to effectively manage communications around these issues to ensure that all relevant employees are fully briefed and that there is an audit trail to support the actions they have taken.

SOLUTION

The customer deployed the Crises Control platform, which enables their communications team to send immediate notifications about critical issues either to all employees or just to relevant expert teams.

The multi-channel approach of the platform ensures that the message will always get through to its intended audience and generates an automatic audit trail of what messages have been sent and who has seen them.

What does Crises Control help you to do better or quicker?

For us the most important benefit of the platform is that it gives us complete assurance our communications around critical issues will get out quickly and securely. The multiple media channels used by the Crises Control platform maximises coverage and we can track the safe delivery of messages and acknowledgement of receipt by individual users.

Crises Control use a dedicated public sector community cloud hosting service with UKCloud which we procured through the government G-Cloud digital marketplace framework. The UKCloud hosting provides the extra security assurance that we need as a public sector agency.

What value does the Crises Control platform bring to you?

The ability of the Crises Control platform to carry our key communications and track that they have been read and understood is of immense value to us as an organisation. Working in the public sector we have to be able to demonstrate that we have communicated critical information effectively to our employees.

In addition to written communications, the

platform also allows us to attach multi-media assets such as video, audio or data files to support our messaging and convey important instructions to our employees.

How happy were you with the onboarding and training experience?

Crises Control put a lot of effort into making the onboarding experience as easy as possible. They provided face-to-face training for our key administrators as well as supplying video and written instructions for all system users to take advantage of.

This was a very important consideration for us to make sure that the system was properly embedded within the organisation and that people were engaged with it. Our previous platform remained unused because the onboarding experience was not satisfactory.

What is the relationship like with the Crises Control account team?

We have a great relationship with our account manager and Crises Control are always happy to try to accommodate any requests we have for upgrades or adjustments to the platform to make our lives easier. They provide excellent customer service.



Crises Control is a critical incident notification and management platform, built around a core crisis communications tool that provides an emergency mass notification capability for critical events.

For more information:

visit: www.crisis-control.com or call us: **+44 (0)20 8584 1385** or email: contactus@crises-control.com

To stay up-to-date with our latest news, blogs, developments follow us at:

 /crisescontrol

 /crises-control

 /CrisesControl