



ENHANCING CRISIS MANAGEMENT IN HEALTHCARE WITH CRISES CONTROL

CASE STUDY



"Crises Control has provided us with the confidence and assurance that the right people are always notified during incidents, saving us valuable time and helping us focus on critical tasks."

Readiness and Continuity Manager

SUMMARY

A healthcare provider in Abu Dhabi, UAE, is dedicated to delivering world-class medical services. A key objective of the institution is to ensure continuous patient care, even during disruptions or crises. By prioritising effective crisis management, the hospital strives to maintain its reputation as a top destination for medical tourism in the region.

CHALLENGE

The hospital faced significant communication challenges during incidents and crises. They realised that traditional methods like email were not effective for urgent, real-time communication during emergencies. The use of manual call trees was also time-consuming and prone to delays. The primary problem was the ability to swiftly notify the right people at the right time, ensuring that everyone involved could act quickly and efficiently during critical situations.

SOLUTION

By implementing Crises Control, the hospital was able to streamline its communication process during incidents. The platform enabled the hospital to easily group key personnel into tiers or levels of communication, allowing for instant notifications at the click of a button. This simplified their incident management processes, improved response times, and ensured the right people received the information they needed without delays.



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CUSTOMER FAQS

➤ **How would you describe your relationship with the Crises Control account team?**

Good, they are always responsive when we are unsure about how to do something or if there is an issue with the configuration. We have quarterly reviews, and they have been very helpful and proactive in assisting us.

➤ **How satisfied were you with the onboarding and training process?**

The training was quite well done. The team was very flexible, accommodating the hospital's time zone and ensuring both day and night shift workers could attend. It was well-organised and thoroughly executed.

➤ **How do you use the Crises Control platform?**

We primarily use it for incident notifications, which happen multiple times a week. The platform is actively utilised during various incident scenarios.

➤ **What value does Crises Control bring to your organisation?**

Assurance, as we know the right people are notified during an incident. It also saves time, as staff members who are focused on other critical tasks no longer have to deal with manual processes during emergencies.

➤ **How has your experience been with Crises Control overall?**

It's been very positive. The platform has always been reliable and effective in supporting us through incidents, and the customer success team has always been responsive and helpful.

CONCLUSION

Crises Control has empowered this hospital to enhance its crisis management process by providing a reliable, time-saving solution for mass notification. With real-time communication and improved efficiency, the hospital can continue delivering exceptional care, even during disruptions. The seamless integration of Crises Control into their daily operations has allowed them to focus on what matters most: the safety and well-being of their patients.



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