



TRANSFORMING EMERGENCY RESPONSE AT COUGAR HELICOPTERS

CASE STUDY



"The capability of Crises Control is impressive. I really like that it's a la carte, so we can customise it for our organisation. We can do mass notifications or make it specific to a particular group, and see whether they've seen it or acknowledged it."

Mick Cutler

HFDM Analyst & Emergency Preparedness Coordinator



SUMMARY

Cougar Helicopters Inc. operates a fleet of modern Sikorsky S92 helicopters, providing offshore passenger transport and Search and Rescue (SAR) services. The dedicated SAR department maintains a proven 24/7, 365-day response, supporting offshore helicopter operations and emergency missions.

Operating in a high-risk, highly regulated industry, Cougar is committed to maintaining the highest safety standards and ensuring rapid, coordinated emergency response. To further enhance safety and operational efficiency, Cougar implemented Crises Control to modernise emergency communications, streamline coordination, and provide real-time visibility during critical incidents.

CHALLENGE

Cougar Helicopters had well-established emergency response processes that relied on paper-based checklists and coordinated communication through text alerts and physical alarms. While these systems had served the team effectively for many years, Cougar recognised an opportunity to enhance real-time coordination and visibility across teams during critical incidents.

Inspired by their partner company, Bristow, which had successfully implemented Crises Control, Cougar set out to modernise their emergency response system to further strengthen efficiency, collaboration, and communication.



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SOLUTION

Cougar Helicopters implemented Crises Control to modernise emergency communications and support both major incidents and everyday operational updates. The system will primarily be used for aviation incidents, enabling the company to launch an emergency response that engages the right people, with built-in checklists, timelines, and a control centre providing real-time updates from team members.

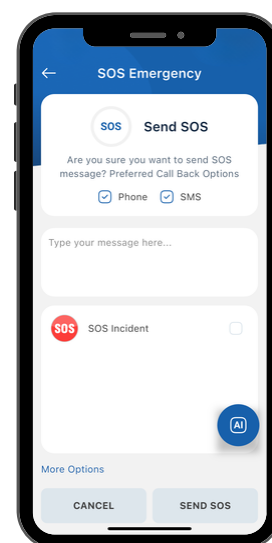
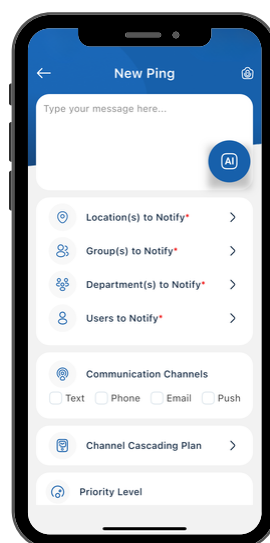
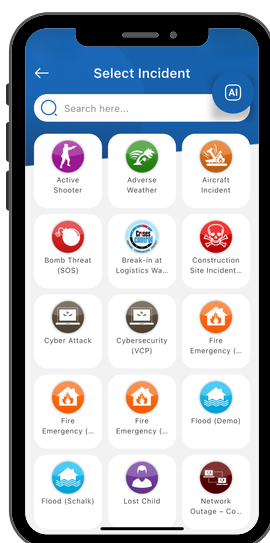
In addition to major incidents, the platform will also be used for day-to-day operational updates, such as notifying employees about traffic delays on key transport routes, helping maintain smooth business operations.

The platform's flexibility and customisation allow Cougar Helicopters to tailor it to the organisation's specific needs, ensuring the system aligns seamlessly with internal processes.

CONCLUSION

By adopting Crises Control, Cougar Helicopters is enhancing its ability to respond quickly and effectively to emergencies, while also improving day-to-day operational communications. The Crises Control platform provides flexible, real-time notifications, visibility into acknowledgments, and the ability to tailor the system to the organisation's needs.

With Crises Control, Cougar Helicopters is strengthening operational resilience, enabling rapid engagement of the right personnel, and laying the groundwork for more efficient emergency response and communications processes.





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CUSTOMER FAQs

➤ **What value does Crises Control provide?**

"We can send a mass notification to the whole company or make it specific to a particular group. We can see whether recipients have seen the message or acknowledged it. The capability of Crises Control is impressive."

➤ **How was the onboarding and training experience?**

"The training was good, clear and comprehensive, which helped me learn the system before rolling it out to the team."

➤ **How does the platform improve emergency response?**

"Our main focus is aviation incidents. If one of our helicopters is in distress, we would launch an emergency response through Crises Control, which engages the right people. With built-in checklists, timelines, and the control centre, we get real-time updates from different team members."

➤ **Do you use Crises Control for anything besides emergencies?**

"Yes, we see the opportunity for the ping system for everyday events. For example, if there's a car accident on a highway that's a main transport route for our employees, we can send a message to say 'avoid this area,' so operations continue smoothly."

➤ **How is the relationship with the Crises Control team?**

"The response has been very timely, which is always nice. It's great to see Crises Control listen to their customers and value feedback."



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