



# Improving Emergency Notification for a Multi-Location Corporation

There are many factors that determine how well a company is able to communicate within their organization. How large the company is, how many locations the company has and the overall complexity of the organization are just a few major factors that **impact communication**. With outward communication being crucial for companies of all sizes during an emergency, finding a solution to fit those needs and ensure that businesses are able to effectively communicate with employees is a must.



## The Challenge

### Global emergency notifications to a dispersed workforce

As a large software company with roughly 50% of employees working remotely, BMC Software had their work cut out for them when deciding on an emergency messaging system.

After settling on a competitor of Preparis and having a lackluster experience, Global Safety and Security Director William Kearney was brought onto the business continuity team at BMC and immediately knew that the solution that was in place would not provide them with the best solution for emergency notification and business continuity.

We have 16 Tier One facilities globally. We have people working in the field, a sales team, people working from home, and a team of developers. **Preparis allows us to keep up with everyone during an emergency, no matter where they are.**

**William Kearney,**  
**Global Safety & Security Director**  
BMC Software

### 16 Global Tier One Facilities

### 50% Employees Work Remotely

### Successful Use of Preparis in:

- Attack in London
- Flood in Mumbai
- US Hurricanes
- Attack in Copenhagen
- Typhoon in Hong Kong

## The Results

### Effective communication during global incidents

BMC first used Preparis during the attacks in London. BMC was able to quickly send out alerts to employees in the affected area and determine whether or not employees were “ok” or “not ok” by utilizing Preparis’ dynamic, two-way messaging software.

Shortly after the London attacks, BMC was able to successfully use the Preparis Platform to notify their global workforce during an attack in Copenhagen, flooding in Mumbai, a typhoon in Hong Kong, Hurricane Harvey and Hurricane Irma.

Before and during Hurricane Harvey, BMC used Preparis Alerts to send out notifications to update those in Houston and other impacted areas. Once the storm had passed, BMC found that they were able to utilize Preparis Platform’s Preparis Alerts solution to not only make contact with employees to determine whether they were safe or not, but to send out alerts as to which facilities were open and to keep employees updated on road closures.

### Keeping Employees Safe

Preparedness plans are now up-to-date and tested. BMC found that by utilizing the unique and dynamic features that Preparis offers, they are able to monitor reporting and ensure that their many facilities have updated emergency preparedness plans in place.

Mr. Kearney stated, “**Preparis allows me to go in and if I see a plan that’s dated 2014, I know that facility has not been updating their plans. I can audit their plans while I’m sitting at my desk and that’s great. We have assurance that everyone’s facilities are up to date.**”

Having the ability to effortlessly communicate with employees all across the globe has also proven to be a major point of value to BMC. The ability to know that their employees are safe during a storm, or any emergency situation, has been a priceless addition to their preparedness protocols.

Regularly testing emergency messaging systems and Emergency Action Plans (EAP) is a critical part of ensuring the safety of not only your employees, but the business itself.

BMC has found using the Preparis Platform to send out test notifications, once or twice a year, by location, to be a valuable component of emergency preparedness. The Platform’s Preparis Alerts feature allows them to feel confident that in a real emergency, they will be able to quickly and effortlessly make contact with employees. Because BMC has many employees who work remotely and numerous facilities across the globe, this feature helps BMC to prevent sending test messages to areas that are receiving an actual crisis alert.

At Preparis, we are on a mission to bring recovery and continuity planning within reach for every business—no matter their size, specialty, or sector. We help everyday organizations like yours prepare for the unexpected and achieve resilience in a time of increased threats and interruptions. With Preparis’s unified, cloud-based continuity suite, operational leaders can transform continuity planning from an elusive function on their wish list to a pragmatic reality of their business.

The only integrated business continuity solution in the market that **helps you plan, train, test, and alert—all in one.**



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