



# Large U.S. Bank

Upholding duty of care with a unified platform and risk data for more informed decisions

As one of the 50 largest financial institutions in the U.S., this bank currently has more than 5,000 employees.

## Challenge

Due to the geographic spread of their locations and ongoing expansion, this bank wanted to streamline their risk mitigation process and improve their ability to meet duty of care obligations to employees. They needed reliable location data to protect traveling employees, as well as a way for employees to reach out for support and request emergency services in case of medical distress or other adverse circumstances. Quick access to accurate historical physical threat data was another must-have, as staff were manually conducting the research required for auditing and reporting — an inefficient and time-consuming process.

## Solution

The OnSolve® Platform for Critical Event Management will improve the bank's overall risk management process via a unified and intuitive user interface. AI-powered Risk Intelligence will provide rapid and relevant information in real time for more effective decision-making, including travel destination research and emergency SOS functionality to protect employees around the clock, whether they are in a branch office or traveling. This includes the ability to see each employee's risk exposure and, when needed, either shift their destination or send an alert to warn the employee of the risk. To have the most thorough understanding of risk, the company will leverage Risk Insights to provide accurate and detailed historical risk data and analysis to better understand trends, proactively plan and improve resource allocation. Secure, two-way messaging via Critical Communications keeps everyone informed and connected.

## Why They Chose OnSolve

The bank was drawn to the streamlined, user-friendly interface of the OnSolve Platform and enhanced risk management functionality. Their current system lacked the ability to provide historical risk analysis or location data for traveling employees. With OnSolve, the bank will have greater visibility into the risk landscape so they're better positioned to meet their duty of care obligations to employees, including those who are traveling. Access to historical data will save time and money, and improve the bank's ability to quickly identify trends and generate reports. As the bank continues to grow, the OnSolve Platform will be able to scale to support their risk management needs and keep their employees informed and safe.

- ✓ **Leverage a unified platform** for critical event management to uphold duty of care for all employees.
- ✓ **Save time, cost and effort** with insights into historical risk data and trends.
- ✓ **Take advantage of destination research** for better travel risk management and employee protection.

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