



Software Provider

Protecting employees and the bottom line with a critical event management platform

With 6,500 employees across 15 locations, employee safety and well-being are always top of mind for this software provider. People are at the heart of their business.

Challenge

With no technology in place to support critical event management, the company had difficulty protecting their employees and bottom line. Everything was done manually and by word of mouth, making timely awareness almost impossible. The need became even more pressing during a global phase of high growth. Meeting duty of care requirements and protecting employees were a must, all while maintaining fiscal responsibility. To make it happen, they needed a critical event management platform that could provide them the ability to proactively identify threats and then communicate about them to the people that needed it without having to purchase multiple software solutions.

Solution

The OnSolve® Platform combines Critical Communications and Risk Intelligence in one user-friendly intuitive interface. The company liked the library of message templates to use for various situations, the ability to customize groups and roles and user permissions altogether created a streamlined process across many locations. AI-powered Risk Intelligence helps the company identify critical events that may impact their people and operations. These capabilities give administrators the ability to effectively protect and communicate with all their employees, around day-to-day operations or emergencies.

Why They Chose OnSolve

The software company valued the combination of market differentiators within the products and personalized service. Attention to detail and responsiveness from the OnSolve team throughout the process made for a smooth transition. During the decision-making process, the software provider had the opportunity to test the OnSolve Platform. Experiencing hurricane alerts during this test period helped to prove the value of the Platform. Now the software provider can rest assured that every alert is timely and relevant. With OnSolve in place, they now have a more efficient alerting process.

Read more use cases and customer stories at onsolve.com

- ✓ **Identify critical events** in real time
- ✓ **Spread awareness** with just a few clicks
- ✓ **Strengthen duty of care** and build trust