HOW A LEADING GLOBAL LAW FIRM USES ONSOLVE BY CRISIS24 TO FACILITATE CRISIS COMMUNICATIONS

CHALLENGE

This leading global law firm with a wide network of lawyers provides top-tier counsel to businesses, not-for-profit institutions, and individuals. With a dispersed workforce and a broad range of professional services delivered around the world, the firm sought mass notification capabilities to help maintain business continuity and avoid disruption to its clients.

SOLUTION

FIRMWIDE COLLABORATION AND COMMUNICATION

The law firm's emergency management teams use OnSolve Mass Notification to send critical and time-sensitive alerts to over 1,400 contacts across the firm during crisis situations. In the event of a large-scale emergency, the firm's crisis management team is able to coordinate relief efforts with affected offices in cities around the world.

The firm's business process coordinators manage OnSolve Mass Notification for all offices from its central headquarters. Although alerts are sent from headquarters to other locations, users in every office are trained to use the system in the event of a local emergency. Emergency management teams across all offices work together to ensure the quick resolution of any crisis and to make sure that all employees are kept safe.

1,400+ CONTACTS
across firm receive critical, time-sensitive alerts during crises

TWO-WAY COMMUNICATION
capabilities improve employee safety

CUSTOMIZED SOLUTION
and anytime, anywhere meets firm's specific needs

RESULTS

ONSOLVE BY CRISIS24 IN ACTION

When a destructive hurricane struck one of the firm's locations, Mass Notification was used to send alerts and updates to employees regarding the worsening weather conditions.
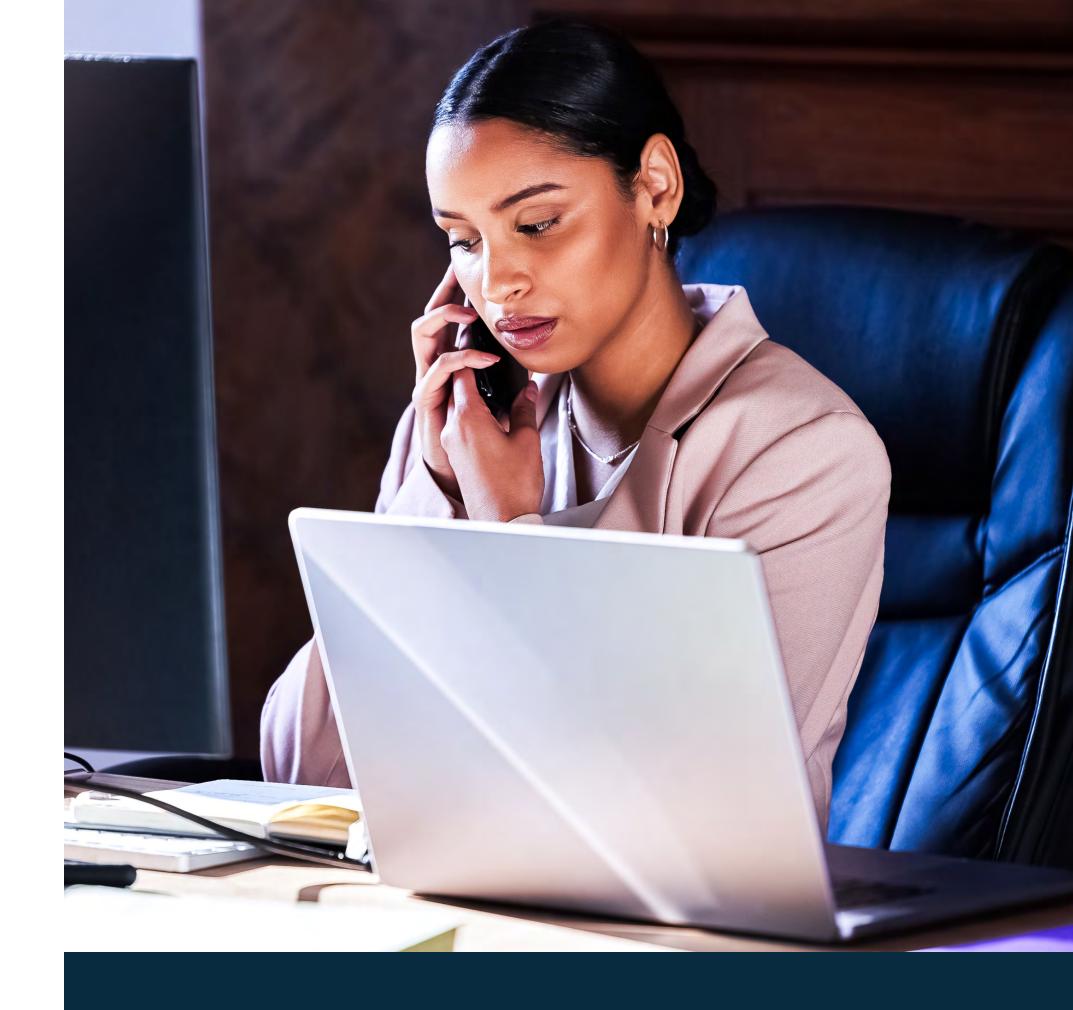
Local management was able to quickly locate employees and, using the two-way communication capability, stay up-to-date on employee status. The team at headquarters worked very closely with management at the impacted office to stay on top of things during each phase of the crisis response.

During the hurricane, OnSolve Mass Notification proved to be an invaluable resource, as it allowed the crisis teams in both locations to reach out to everyone simultaneously and then identify individuals that needed specific help. If an employee didn't respond to an alert, the system let management know they needed to locate the individual.

SAVING TIME AND ENERGY WITH TWO-WAY COMMUNICATION

The firm has found OnSolve Mass Notification easy to use and its response capability to be invaluable. When involved in emergency situations, such as a hurricane, the two-way communication features allows crisis management teams to identify employees who need extra assistance and to focus on them.

The response feature allows the firm to get a sense of where everyone is and if they're OK. Additionally, the firm feels it's helpful to be able to select which contact points people will receive their alerts through. Depending on the time of day and the type of emergency, Mass Notification allows the crisis management team not only to customize response options but also send options, making sure the firm relays the right messages to the right people at the right time.

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A CUSTOMIZED SOLUTION

The firm depends on the quick and reliable alerting capabilities of OnSolve Mass Notification, as well as its anytime, anywhere access. The firm appreciates that OnSolve Mass Notification is not just a website from which they can send an alert. It also allows them to call a customer support number and speak with a live person who can walk them through the steps of sending an alert. The firm has also been enthusiastic about its ability to customize the system to fit its organizational needs, noting that the OnSolve Mass Notification team is very open to receiving feedback.

The ability to receive responses back is the most useful feature because it allows the firm to get a sense of where everyone is and if they're OK.

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