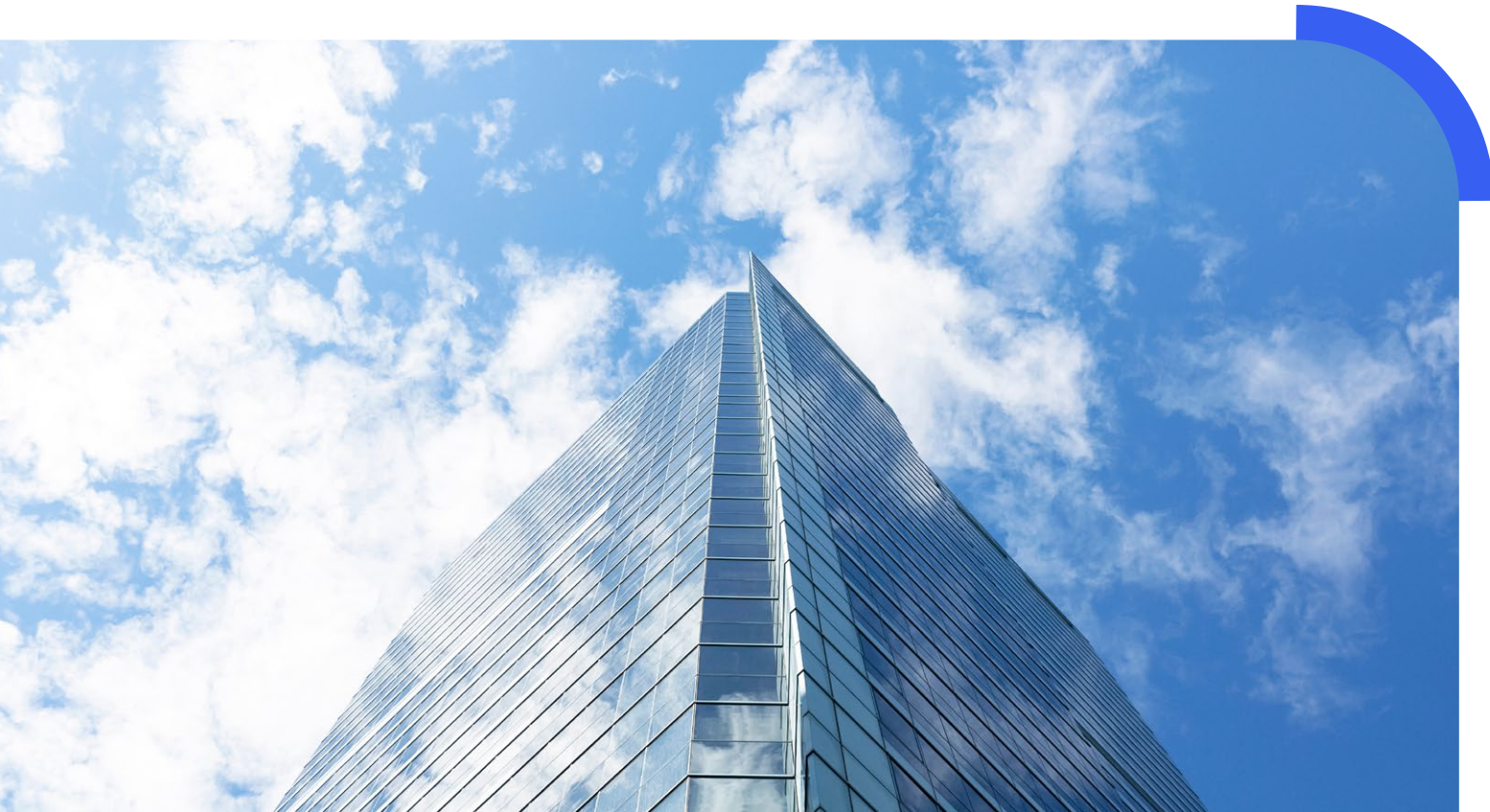




Johnson Controls Improves Response Time and Reduces Manual Tasks with Everbridge

Johnson Controls International (JCI) is the global leader in smart sustainable buildings. Founded in 1885, JCI continues to expand its reach and set itself apart as a leader in building products, technologies, and innovative solutions. Their team is comprised of over 100,000 experts in over 150 countries across 1600 offices.



Challenges

When Brad Abelt took over the role of GSOC and Security Operations Manager, JCI was relying on two different systems. As a global organization, JCI had difficulties integrating and structuring its HR data across several locations. With more than 105,000 employees and 1,600 offices, JCI needed to find a way to organize and streamline its data for better use.

JCI's previously disparate systems caused confusion and a lack of consistency, making it difficult for teams to focus on potentially significant threats like hurricanes or active assailants. Additionally, expanding their thresholds too quickly caused team members to be overwhelmed—making it more difficult to achieve comprehensive critical event management. According to Abelt, “Not having a reliable feed made [Everbridge] a necessity for us.”

“Everbridge filled a giant gap that we had. It allowed our GSOC to focus on more than the most severe critical events because previously everything had been so manual.”

Brad Abelt
GSOC and Security Operations Manager

Solutions

One of the biggest drivers of JCI's move to Everbridge came when the Vice President of Facilities and Security saw how manual and time-consuming the process was to identify site contacts, build out a message, and send that message to the identified site contacts. "Halfway through witnessing the process, he knew it was something we had to fix," Abelt said.

JCI currently uses an array of Everbridge products, including Everbridge CEM. Everbridge CEM helps maintain JCI's asset database, which includes approximately 1,600 facilities across 150 countries.

This allows JCI to monitor threats to their assets across the world. When a threat is detected, the GSOC is automatically notified about risk events that meet certain thresholds and that could impact company assets. Similarly, JCI's existing mobile app capabilities allow employees to easily notify the GSOC and receive assistance.

Everbridge also helps notify the GSOC Management Team when a critical event occurs via "FYI" emails. FYI emails currently function as early or pre-incident notifications. If an FYI email is sent, the GSOC will compose an alert using a checklist to ensure the right information is included when sending the alert via Outlook to site leaders, travelers, the Crisis Management Team, and other company stakeholders. Following these notifications, designated teams can pull screenshots from Everbridge VCC: eliminating noise and identifying relevant risks easily.

With a common operating picture making it easier for teams to gather data and identify threats impacting various regions, leaders at JCI can better identify next steps and ensure relevant parties are notified of the threat and appropriate assets are protected. Through integrating and structuring their data with Everbridge VCC, JCI can also organize, monitor, prioritize, and set up auto-responses: allowing them to send targeted FYIs on a sliding scale.

In a commitment to their people and their customers, JCI will soon begin using Everbridge Mass Notification, further removing manual processes from the equation and securing long-term enterprise and people resilience for years to come.

The Best in Resilience™ Certification demonstrates your ability to protect your people, safeguard operations, and sustain performance with CEM (Critical Event Management) best practices. Visit bestinresilience.com for more information.





About Everbridge

Everbridge, Inc. empowers enterprises and government organizations to anticipate, mitigate, respond to, and recover stronger from critical events. In today's unpredictable world, resilient organizations minimize impact to people and operations, absorb stress, and return to productivity faster when deploying critical event management (CEM) technology. Everbridge digitizes organizational resilience by combining intelligent automation with the industry's most comprehensive risk data to Keep People Safe and Organizations Running™.

For more information, visit Everbridge.com, read the company [blog](#), and follow us on [LinkedIn](#) and [Twitter](#).

Get in touch to learn about Everbridge, empowering resilience.

