

CASE STUDY: SECURE JOURNEY MANAGEMENT

THE RIGHT LEVEL OF CARE FOR TRAVELLING EMPLOYEES

The Challenge

A global biopharmaceutical company has a vision: develop therapies to treat devastating and rare diseases and deliver medical breakthroughs where none currently exist. A mission as ambitious as this means its personnel travel regularly to conduct business at patient organizations, facilities, and advocacy groups all around the world.

After encountering inconsistencies with providers of traveller security – specifically in Latin America – in addition to not knowing what to expect to pay for on-the-ground personnel commitments on any given trip, the company needed more reliable and predictable journey management.

- For one thing, the company didn't want to embark on a labour-intensive coordination effort each time a traveller intended to visit a high risk destination (HRD).

- At the same time, they required flexibility to cover only those travellers journeying to HRD's, not all sites - without being penalized by surprise fees in the coverage provided.

The Solution

Anvil had the solution: Riskmatics™ – an automated travel monitoring service that would systematically and consistently look after the company's travellers.

With Riskmatics™

- Anvil worked with the company to develop a tailored set of communication protocols to fully engage its security team with Anvil.
- Only specific journeys would trigger a response.
- Once alerted, both the company's security team and the operations team at Anvil could put into place pre-agreed on-site protocols for secure travel.

The Solution cont/d . . .

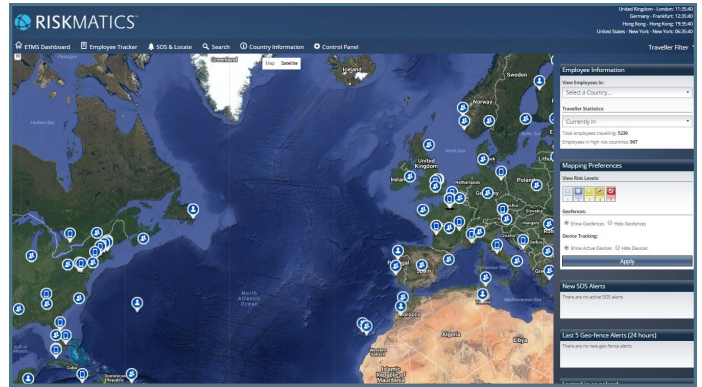
- Employees receive a custom travel brief outlining logistics tailored for their journey, so they know exactly what to expect upon arrival into the heightened risk location.
- All movements of the traveller and changes in itinerary are monitored by Anvil's operational teams.

With this process in place, the company has insight on journey status at all times. They know when travellers arrive, when the security team is in place, when travellers are picked up, when they have safely made it to all their meetings throughout the day, and when they are secured in their hotel each evening, with a confirmed start time for the next day.

The Result

Complete predictability into what the company's costs are; a smooth, automated process that streamlines secure travel management to HRD's; and ongoing communication from Anvil informing the company about their travellers all along the way – enabling business operations to continue predictably, regardless of location.

Now in its sixth year as the company's dedicated service provider, Anvil has been providing support services to the company and its travellers in more than 40 countries worldwide, allowing them to focus on their business needs and operate with certainty when it comes to the protection of their people.



Anvil's Riskmatics™ Traveller Monitoring Dashboard

About Anvil

To operate effectively, every business needs to focus on being more adaptable, more flexible, more resilient. It's not enough to look at any single aspect in isolation. You need to consider how every part of the organisation can perform no matter what.

This may mean ensuring your international travellers and expats can work safely and effectively wherever they are in the world.

It may involve making sure your facilities are adequately protected against environmental and man-made risks. Or it could mean focusing on increasing the robustness of your entire end-to-end supply chain.

We can help. Anvil delivers advanced business resilience solutions that protect what matters most to you. Using our award-winning technology platforms, we enable you to accurately assess both pre-existing and dynamically changing risks, wherever they are on the planet.

Our highly experienced analysts are available 24/7 to advise you on the best action to take to keep your people and operations safe. And we provide on-the-ground support to protect your employees, property and business operations. Simply, Anvil puts you in control.

From people on the move and products in transit through to investing in new facilities and entering new markets, with Anvil, you're ready for anything.

Anvil. Protect what matters most.