ANVIL

CASE STUDY:
TRAVEL RISK MANAGEMENT CONSULTING

UNCOVERING BARRIERS TO RESILIENCE

The Challenge

It's easy for large companies to be content with a basic, long-standing Travel Risk Management program, as long as threats outside its scope never materialise. But when unforeseen events cause a dangerous situation, suddenly the need for a higher level of security – and more frequent re-evaluation – becomes all too apparent.

One of the world's largest aerospace companies and a leading manufacturer of commercial jetliners and defence systems, is one such company that realized it had to take a new look at the traditional risk mitigation practices it had in place, and transform them from reactive to proactive so the company could operate its business resiliently in any situation.

The company had a TRM model in place that had seemed to meet its global travel, medical and security requirements for several years.

For its global travellers, highly common services such as traveller tracking, risk intelligence services, secure journey management and emergency response were a part of the company's travel policies.

Coverage in Crisis

However, as new employees came on board over the years, and with natural staff turnover, it was evident that as time passed not everyone was familiar with the practices (or even knew about all of them). Furthermore, the services weren't integrated into each other, or into the way the company and these travellers specifically conducted their everyday business.

But since the TRM plan had a safety net in the form of a phone number to call in the event anything went wrong for one of their travellers, the program the company had in place, to all appearances, worked fine.

Until suddenly, civil uprisings and unrest erupted in Egypt during the 2011 Arab Spring movement, and the company found itself having to evacuate a large number of personnel from its Cairo plant. Without preparation, even the most easily accessible, quick action of an emergency phone number, seemingly a great and broad solution to many issues, was just not adequate.

The company reassessed its TRM and knew that the only solution to achieving a highly resilient risk mitigation practice was a comprehensive TRM solution that was fully integrated into their day to day activities, versus piecemeal services that did not communicate with each other.

Long Term Improvement

The company sought a strategic partner to work with on two levels:

- first, understand the company's needs and then implement a TRM solution that would meet the prior solution's capabilities.
- then, improve and evolve the solution over time, once the new service provider truly understood the company's strategic objectives, business operations and pain points.

Anvil proposed a highly proactive approach that involved each of its service's technology components communicating with each other automatically. This would keep all elements of the TRM data in sync, delivering actionable information and intelligence that the company could utilize day-to-day to better manage the different risks that their traveling employees experienced.

This also resulted in detailed custom reporting and a comprehensive rollout throughout the company's employee population – in turn generating a faster ROI, since more of their personnel are using the solutions than ever before.

A Case for Proactive Resiliency

Businesses the size of this company – with employees numbering in the 150,000 range – are bound to be exposed to increased risks, and to be affected by most major events that occur throughout the world.
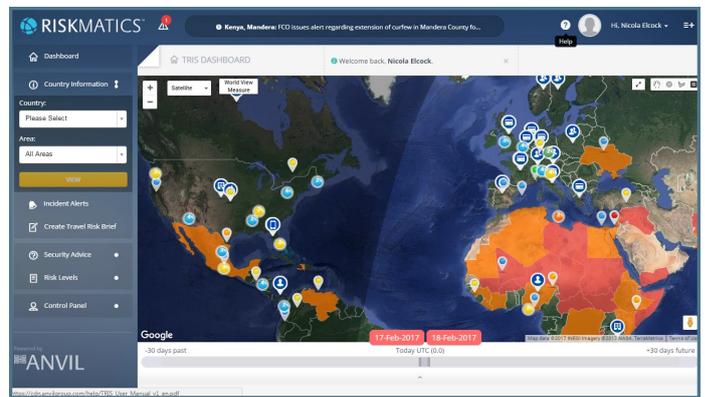
Anvil's Riskmatics™ Dashboard

These companies will find their TRM program and response capabilities tested with much greater frequency than companies ten times smaller trading in only a few countries.

Proactive companies like this one are not willing to leave the safety of their employees to chance. In a changing world, resiliency is crucial in lessening the impact of an incident, speeding recovery after one, and maintaining strong business operations around the world.

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.

Anvil. Protect what matters most.