Protecting a Skyscraper with Incident Management

Automated communications support and protect CityPoint

CityPoint is an outstanding landmark tower building, located in the City of London, UK. Comprising 702,427 sq ft of lettable space over 37 floors, CityPoint is a vertical community of over 5,000 people.

In addition to rentable office space the property comprises restaurants, retail, a gym, nightclub and licensed premises. CityPoint has a unique feature, it was the first multi-occupancy tall building in the world to achieve ISO22301 certification. Its size and location presents a challenge: keeping the building and its people safe.

CityPoint is a standard bearer for safety, incident and risk management, leveraging automation and configurations against any event.

Challenges

Inside monitoring and security operations needed to quickly detect any incident from IT disruptions, crime or maintenance needs. Outside the building, security needed to monitor for civil disturbances, traffic and suspicious activity.

The previous notification system was too complicated, requiring numerous manual steps that sometimes resulted in errors. It was also limiting for multiple users. Reports were compiled and kept by the security team and could only be shared via email. Security leaders needed incident information to be readily available so more people could view security logs, update reports, and take action when incidents occur.

INDUSTRY

Commercial Real Estate

ABOUT CITYPOINT

CityPoint is located in the City of London within minutes of Moorgate and Liverpool Street stations and in 2018 we will welcome Crossrail as a neighbour.

HIGHLIGHTS

- **CityPoint saves 40** minutes a day through new incident communication processes.

- **Every communication** delivers the right message to the right person in the right template.

- **A more cohesive company** culture has helped accelerate change management.

"We regularly monitor the weather forecast and the status of London's transport providers,"

Shane McMahon ▸ Business Continuity Manager ,CityPoint

(x) matters®

Solutions

In 2014 CityPoint implemented xMatters, and Building Manager Lee Murray has helped establish a culture of transparency and accountability. By consolidating incident reports, he has supported everyone's buyin to change management as they work together as a team.

Seeing everything

The Security control room monitors CCTV, invokes business continuity arrangements and coordinates the response to every incident in the building, including: physical damage, fire alarms, water leaks, maintenance issues, lifts, and cleaning requests. Individuals use the xMatters mobile app to report issues they discover, even uploading photographs to the control room.

Now if a spill is reported that requires cleaning, a photograph lets the cleaning staff know exactly the location and size, so they respond effectively with the right equipment. The group also leverages an IT integration to receive instant notification if the building's IT infrastructure fails.

Murray states, "All the information is in one consolidated report." The platform streamlines incident reporting for our service providers. We have removed the risk of sending the wrong message." The whole team now shares the same communication platform.

Widening the scope

Zapier integration is used by the security team to monitor social media, using specific search terms. News, weather and local information reports feed the developing information picture. "We regularly monitor the weather forecast and the status of London's transport providers," says Shane McMahon, Business Continuity Manager.

Gaining situation awareness

The crew in the control room monitors everything through the xMatters Communication Centre, which displays internal systems and communication feeds on one screen. When an incident occurs, they can respond through the Communication Center. Murray describes the system as a "one-stop option." Before people had to manually share reports, now everyone in the process has access to the report and can collaborate.

Benefits

The efficiencies have resulted in quantifiable time and cost savings for CityPoint, management and stakeholders. The platform supports business continuity management initiatives.

Saving time

The CityPoint team report that the xMatters system saves about 40 minutes a day through their new incident communication processes. They save 10 minutes just reporting new incidents and 30 minutes logging and managing each incident. Additional time is saved because proactive communication eliminates inbound inquiries.

Now every communication delivers the right message, to the right person in the right template. If a message is not acknowledged by the intended recipient, the system automatically escalates to the next alternate contact. Murray says this has been a tremendous benefit.

Creating a successful culture

The ability for anyone in the process to update a ticket has helped people to buy into the process. "Everyone pulls together as a team and buys into change management". Murray notes.

What's next

CityPoint intends to roll out an emergency communication platform for customers, making the system available to a wider audience. Security personnel are already more aware of activity in the building and the emergency communication platform will help increase awareness and better inform business continuity and incident management.

xMatters.com