

# Protecting a Skyscraper with Incident Management

## CITYPOINT

For an outstanding landmark such as CityPoint, keeping the building and its people safe is a top priority. By implementing xMatters, they gained full visibility on incident details, team performance, and response efficacy – further helping them establish a company culture of transparency and accountability.

### Highlights

- ▶ CityPoint saves 40 minutes per 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





# CityPoint is a landmark building located in the City of London within minutes of Moorgate and Liverpool Street stations.

## Challenges

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

But their previous notification system was too complicated, requiring numerous manual steps that often resulted in errors, and was also limiting for multiple users. The security team compiled and kept reports, but they 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 occurred.

## Solution

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



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

**SHANE MCMAHON**  
Business Continuity Manager

C I T Y P  I N T



All the information is in one report. We've removed the risk of the wrong message being sent.

**LEE MURRAY**  
Building Manager

CITYPOINT

## 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 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 service reliability platform for incident communication.

## 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 Center, which displays internal systems and communication dashboards on one screen. When an incident occurs, they can respond immediately 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 them and can collaborate in real-time.

## Benefits

The efficiencies have resulted in quantifiable time and cost savings for CityPoint, management and stakeholders.

### Saving time

With xMatters, CityPoint saves about 40 minutes each 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, xMatters 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.

## About xMatters

xMatters is a service reliability platform that helps DevOps, SREs, and operations teams automate workflows, ensure infrastructure and applications are always working, and rapidly deliver products at scale. Our code-free workflow builder, adaptive approach to incident management, and real-time performance analytics all support a single goal: the happiness of your customers.



[xmatters.com](https://xmatters.com)