

# Protecting Employees, Operations, Customers and Communities

In a world where Energy and Utility Services are always on, effective communications are critical when things go wrong. Those moments of truth can impact the business in many ways: employee safety, consumer loyalty, brand reputation, operations, local communities and more.

Whether it's an emergency incident that requires immediately notifying employees, customers, local communities or regulatory groups, or daily tasks like maintaining plant operations, organizations need a critical communications capability to meet regulatory requirements, improve operations, and help protect life and assets.

From substation operations and pipeline management to proactive customer communications for energy and water supply, Atos together with Everbridge®, a global leader in Critical Event Management (CEM) solutions, enables rapid communication with your internal teams and the communities they serve, all while reducing costs.



## Key Capabilities

### Emergency Response and Management

Response team call-outs – Rapidly deploy facility fire departments or other first responders using targeted notifications that reach personnel wherever they may be.

Manage unscheduled outages or other incidents - In a major operational interruption, direct shared resources, provide additional personnel and emergency contractors with deployment instructions, issue status updates, and conduct ad-hoc conference calls.

Control center management – When the pressure is on in the control center environment, provide an easy-to-use interface with simple, drop-down menus and built-in response paths, facilitating speed of response and greatly reducing the risk of human error.

Geographic identification and dispatch of personnel – When events impact broad regions, use map-based messaging to

target recipients. Personnel within the area are immediately dispatched, their responses logged, and the Everbridge real-time dashboard allows leadership to manage resources accordingly.

Seamlessly synchronize communications across multiple wireline and wireless communication devices and establish conferences instantaneously.

### Life Safety and Physical Security

Real-time employee location awareness through bi-directional polling notifications to immediately confirm the safety and whereabouts of employees, allowing management full oversight of the entire organization, even in times of crisis.

**Quiet alerts** – In the event of unauthorized access to the physical plant or property, quickly and quietly notify facility personnel without alerting the intruder.

**Alarm notifications** – Integrate fire alarms, security systems, weather alerts and more to instantaneously relay critical information to key personnel.

### Legal and Regulatory Requirements

Streamline testing to meet industry and national regulatory requirements. Safely manage system tests across wide geographic regions in real-time, notifying targeted groups when conducting hydrotesting of pipelines, mock drills, or inspections.

Compliance with Qualified Individual (QI) requirements – Leverage the CEM platforms deep reporting capabilities for an auditable record of notifications to your response personnel.

# Key Capabilities

Together with Everbridge CEM, we can deliver a scalable and secure solution that protects your employees, operations and communities whilst providing an extensible platform to address future needs. Here are a few examples of where we can bring value.

## Frontline worker safety



Frontline worker safety and security is of paramount importance especially for energy and utility companies.

Strict protocols can be managed effectively to monitor the status of employees working in high-risk environments through location-based tracking, panic button alerts and safe corridor protocols enabled through **Everbridge Safety Connection**, to deliver enhanced safety and security, improved employer duty of care and consequently positively impact employee wellbeing and retention.



## Secure site and infrastructure operations



Managing site security on large energy plants, pipeline, and other remote / unmanned locations (e.g., gas stations) can be a huge challenge even with video surveillance. **Atos Computer Vision Platform (IPSOTEK)** combined with **Everbridge Control Center** provides a highly efficient and reliable means to monitor perimeter security and detect intrusions, support frontline worker health and safety whilst significantly reducing the risk of human error and providing operational cost savings. Monitoring of alarms and alerts can be integrated into the solution to provide an end-to-end solution. **Atos Unify's OpenScape Xpert** improves control room operations response efficiency, merging multiple contact devices and channels to provide instantaneous multi-line communications in critical incident scenarios.



## Water safety / boil water notification



Water safety - In the case of water utilities, consumers take supply for granted and water quality is seldom in question. Nevertheless, with public access to many utilities-owned water supplies, it is vital that notifications and protocol can be provided to on-site security or emergency response teams should reservoir contamination or a dam breach occur, or a more localized supply disruption due to a burst water main. **Everbridge Mass Notification** can be used to communicate guidance on usage or restoration of water supply depending on the nature of the incident, as well as any wider communication relevant to the local supply area. This is an important consideration since our clients experience 84 points improvement in satisfaction scores when customers recall receiving a proactive communication.



## Why Atos Unify & Everbridge?

Atos partnership with Everbridge combines Everbridge Critical Event Management capabilities with Atos expertise and resources to manage and operate customer environments. Together, Atos and Everbridge combine world-class expertise, technology, and global resources to mitigate the impact of critical events, specifically those that affect the digital environments of modern organizations. We enable organizations to manage the full lifecycle of critical events such as cyber-attacks, major outages, or disruptions. Additionally, we empower DevOps teams to outperform traditional team models through digital transformation. Through real-time threat intelligence, situational awareness, and integrated response and collaboration across the enterprise, security and risk professionals can better mitigate or eliminate the impact of critical events to their organization.

Atos and Everbridge build remarkable customer experiences, modernize operations, and increase service reliability.

Atos, the Atos logo, Atos|Syntel and Unify are registered trademarks of the Atos group.  
December 2021 © Copyright 2021, Atos S.E. Confidential information owned by Atos, to be used by the recipient only. This document, or any part of it, may not be reproduced, copied, circulated and/or distributed nor quoted without prior written approval from Atos.