

Case Study – Manufacturing Company

Situation: Corporate Travel Risk Management Program



iJET SOLUTION

iJET delivers a full suite of Worldcue and Intel products, a 24/7 emergency hotline, and full-time dedicated program management and Intel support.

- **Prepare, Monitor and Respond**
- **Global Operations on the ground**
- **Real-time intelligence and alerts**
- **Integrated threat and asset/personnel monitoring tools**

Summary

A multinational manufacturing giant requires a complete and programmatic approach to travel risk management, including situational awareness of global events to support risk-based decision making.

The client, which possesses a vast global operation, required operational and member safety support, as well as travel, asset and emergency risk management services, on an ongoing basis. Realizing that travel risk management was not a core competency, the client agreed to outsource all travel risk management (TRM) functions to iJET. Since 2008, iJET has provided all resources relevant to TRM, including a dedicated program manager and analytical support.

When the company brought on its first Global Security Director, the challenge was to build a corporate security program that could be applied across all business segments and regions. As the business looked to grow in their current markets and expand into emerging ones, the Global Security Director needed a comprehensive program that could manage risks but was also a business driver. In addition to providing support on a global level, it also needed to adhere to the corporate philosophy that programs must be designed to support all levels of employees, not just the C-suite and executive level. With 74,000 employees and locations in 70+ countries, one of the first tasks was to build a risk management program to capture, monitor and provide response services to their 22,000+ travelers per year. This included providing intelligence and security support to help the business protect its assets.

Prepare – Monitor – Respond

“The reality of the risks faced by a global enterprise that has built its business model on the ability of employees to travel freely and remain business effective in over 100 countries can be paralyzing. iJET’s delivery platform and unique understanding of risk arms our employees with the confidence they need to remain business focused while assuring our senior leadership that we have met our Duty of Care mandate and positioned ourselves to win in dynamic and critical markets.

As overhead costs are scrutinized and security budgets remain under constant pressure, the return on investment provided to our global security program via our relationship with iJET serves as the benchmark for every investment we make - our people are safer, we are out front of our competitors and our money is well spent.”

--Global Security Director

Solution

In 2008, the Global Security Director partnered with the iJET Programs Team to assess the current services and build a roadmap for an enterprise-wide program. iJET appointed a Program Manager to work with the Global Security Director as an extension of the client's team to build a platform that is powered by iJET – but be recognized as a company-run program. Together iJET and the client branded, communicated and rolled out the program on a global level.

Today, more than 74,000 employees are provided with information and services, allowing them to travel globally with confidence to expand the business. The iJET Program Team provides management and day-to-day administration including a high-risk travel program, travel monitoring/hotline, customized training, strategic decision support, tailored intelligence, incident response and program maturity.

Value

By outsourcing the management and administration of the corporate travel risk management program, the client has the benefit of having direct access to all of iJET's resources. The iJET Program Team is the conduit between the company and iJET to provide intelligence and services that meet specific client requirements. Also, iJET's Maturity Model and industry best practices are shared with the client, helping to increase its operational efficiencies and the ability to make informed risk-based decisions. The resulting value is embedded within a relationship of ongoing trust between iJET and the client, which allows the client to further its business goals with the assurance that it is also meeting its duty of care.

iJET VAUE

- **Up-to-the-moment situational awareness**
- **Complete program management and support**
- **Detailed security planning**
- **Rapid, responsive emergency assistance**
- **Protection of assets and personnel**
- **Trust-building relationship between iJET and client**



iJET solutions enable organizations to operate globally with confidence by helping them prepare, monitor and respond to threats that could impact operational performance.

CONTACT US for more information at info@iJET.com.

