

Case Study – Westinghouse

Situation: Expansion of corporate Travel Risk Management program



iJET SOLUTION

- 24/7 Hotline
- Dedicated program staffing including a Program Manager and analytical support
- Real time intelligence and alerts
- Traveler services, such as traveler tracking
- Integrated threat and asset/personnel monitoring tools
- Worldcue GCC and TRAVELER
- Global Operation response services

Prepare – Monitor – Respond

“Through our relationship with iJET, Westinghouse has built and is enabled to operate a world class travel risk management program with the ability to extend professional and response services during routine business operations and emergent situations.”

– Russ Cline, Global Security Director, Westinghouse HQ, Pennsylvania

Summary

Westinghouse is a leading global supplier of nuclear technology, with more than 11,000 employees in 22 countries. In 2007, the company required programmatic support for its growing travel risk management program, including intelligence/security services as well as travel services, geared towards both business travelers and expatriates. In particular, it needed a way to assist employees in case of a crisis, while simultaneously increasing the accountability of the company.

The main challenge facing Westinghouse was the lack of a full time onsite staff which could monitor and assist travelers 24/7 in cases of emergency. Concerned with meeting its duty of care to hundreds of traveling employees, as well as expatriates stationed around the globe, Westinghouse initiated a relationship with iJET in 2007. Both traveler tracking and the ability to mobilize response services if needed were identified as the top priorities for Westinghouse.

Solution

Building upon a foundation of mutual interest and trust, iJET helped create a travel risk management portfolio that aimed to prepare, monitor and provide response services to Westinghouse employees no matter where they were in the world, at any given moment. This included providing program management, intelligence, security support and situational awareness of global events to support risk-based decision making. iJET now offers customized services to support over 1,500 US based Westinghouse travelers in over 53 different locations as well as 130 expatriates situated mainly in Europe and China.

iJET VAUE

- **Up-to-the-moment situational awareness**
- **Program management and support**
- **Rapid, responsive emergency assistance if needed**
- **Protection of assets and personnel**
- **Trust-building relationship between iJET and Westinghouse**

At several junctures in its relationship with Westinghouse, iJET's dedicated Program Team has proactively assisted Westinghouse employees to travel globally with confidence in order to meet the demands of their business. For example, when the volcano in Iceland erupted in 2010, dispersing a huge ash cloud that trapped thousands of travelers at airports throughout Europe, iJET was able to track dozens of employees and help Westinghouse account for the whereabouts of those travelers who were stuck in transit.

Value

Outsourcing this function to iJET enables Westinghouse to further ensure the safety of its travelling employees as iJET effectively monitors emerging threats to travelers, alerts them of potential situations that could affect their travel trajectory as well as personal safety, and tracks/assists them in case of an emergency.



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.