



NC4 RISK CENTER™ IN ACTION



Mission:

The mission of Ferguson Enterprises corporate security and emergency operations team is straightforward: protect the ABCs – associates, businesses and customers.

Solution:

Implementing the NC4 Risk Center solution allows Ferguson to synthesize information into intelligence so they can determine if any of the ABCs around the country are at risk.

Benefits:

- ☰ Access to the right information at the right time saves valuable time and money
- ☰ Ability to customize their information requirements by selecting geographic, incident type and severity
- ☰ Quick and easy implementation

Ferguson Enterprises – Protecting the ABCs with NC4

Ferguson Enterprises, a subsidiary of United Kingdom-based Wolseley plc., is a leading distributor of plumbing supplies and pipes, valves and fittings (PVF), as well as the second largest distributor of heating ventilation and air conditioning (HVAC) equipment in the United States. Together with its sister company Stock Building Supply Company, a leading supplier of building materials and construction services to professional home builders and contractors in the United States, the companies employ approximately 30,000 associates and maintain 1,350 business locations across the country.

Protecting so many employees and assets throughout such a vast geographic region is a challenge that rests upon the corporate security and emergency operations team for Ferguson Enterprises. The team’s task is straightforward: protect the ABCs – associates, businesses and customers.

“ The peace of mind NC4 provides is priceless.”

A challenging situation

If a situation occurs in an area pertinent to Ferguson employees and business locations, the company’s security team wants, and needs, to know. Ferguson’s corporate security and emergency operations team synthesizes information into intelligence so they can determine if any of the ABCs around the country are at risk.

Situational Readiness

In the past, Ferguson's security team gathered information about threatening events throughout the country like most Americans – by watching television. Local and national news channels served as the team's main source of information, but the time associated with tracking various sources proved to be a large burden to the team.

"The manual method of tracking information was not productive because there was simply too much data to process," said Ray Ferrara, manager of corporate security and emergency operations for Ferguson Enterprises. "In the security profession, you need information pertinent to your business right away – minutes and seconds can be the difference between success and tragedy. We recognized that we needed to change the way we gathered information."

NC4 Risk Center™ steps up to the plate

In 2006, Ferguson began searching for a solution that would provide automated notifications of events across the county. After researching solutions, Ferguson chose the NC4 Risk Center™ solution because it provided the capabilities and customization the company sought.

Putting the NC4 solution into action was quick and easy: Ferguson specified key variables, such as incident severity, incident type and distance from their organization's key locations. NC4's International Monitoring Centers (NIMCs), which draw upon partnerships with government and law enforcement agencies, then gather incident information and rapidly filter it to provide individually tailored, up-to-the-minute alerts. Ferguson is alerted of all-hazards events that may impact business operations, enabling them to determine if the safety of their employees, customers or physical assets are at risk. In addition, NC4 maps the location of an incident, allowing Ferguson's security team to notify business locations close to the incident and initiate proper security procedures.

"The NC4 solution is an essential tool in our security toolbox," Ferrara said. "The solution is like an extension of our eyes and ears – 24 hours a day, seven days a week. Reviewing the personalized alerts allows us to quickly generate intelligence and then act accordingly, without spending hours sorting through irrelevant information."

The benefits of prevention

In September 2008, NC4 sent over 100 unique alerts on the destruction wrought by Hurricane Ike, giving Ferguson the situational awareness needed to help them prepare and respond. Ferguson's corporate security and emergency operations team went into action and notified senior leadership of incidents as they occurred, as well as notifying several of their branches in the affected areas. As a result of getting the right information at the right time, Ferguson was prepared for what was the third most destructive hurricane to ever make landfall in the United States.

"Everyone asks about return on investment after installing a technology solution. It is very difficult to quantify the dollars saved from preventing a terrible event, making a decision five minutes faster, or knowing that your employees are safe," Ferrara said. "The peace of mind NC4 provides is priceless."

Situational Readiness

More about NC4

NC4's Situational Readiness solutions are a suite of integrated applications that revolutionize how government and businesses collect, manage, share and disseminate information to mitigate risks, manage incidents, and securely communicate and collaborate with one another. Aggregating and integrating information from public and private sources, NC4 leverages its cutting-edge technologies to bring users a highly customized presentation of relevant information in a single, easy to use console.

NC4 has a number of solutions that address the specific needs of corporate security, business continuity, enterprise risk management, supply chain management, travel management, crisis management, emergency management, intelligence fusion and law enforcement, as well as for federal agencies with a need to share critical information across organizational boundaries.

To learn more about how NC4 can benefit your organization, visit www.NC4.us. or call 877-624-4999.



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