

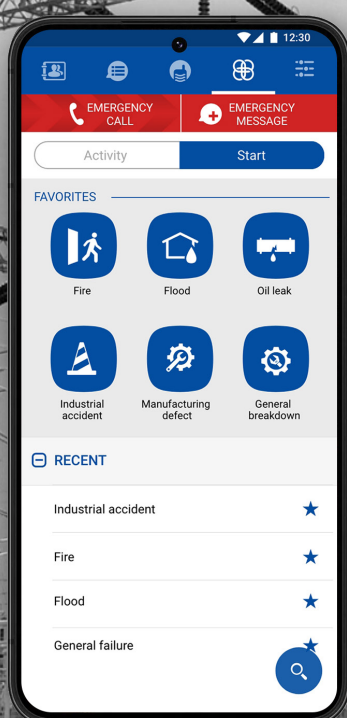
Use case - Leading energy provider

Stronger, faster crisis response at a leading energy provider with Team on the run

Ensuring critical communications remain operational even when internal systems are down.

Context:

As one of Europe's leading utility companies, this major energy provider plays a critical role in ensuring the energy supply for millions of households, businesses, and essential industries. As an Operator of Essential Services, it must anticipate and manage crises effectively to safeguard service continuity and maintain public trust.





Objective

This major energy provider was looking to replace its traditional paper-based crisis procedures with a centralized digital crisis management platform, combining a digital crisis briefcase with real-time communications and operational coordination, accessible from any device.

In an emergency, such as a fire, flood, or outage, teams needed to create crisis cells instantly, consult procedures, access site maps, and contact the right people without delay. Above all, the organization required resilience: uninterrupted communication even if internal systems were unavailable.

With **Team on the run (TOTR)**, the company found a trusted partner to transform its operations and enable teams to respond quickly and confidently to any emergency.



Solution: A secure, digital crisis management platform

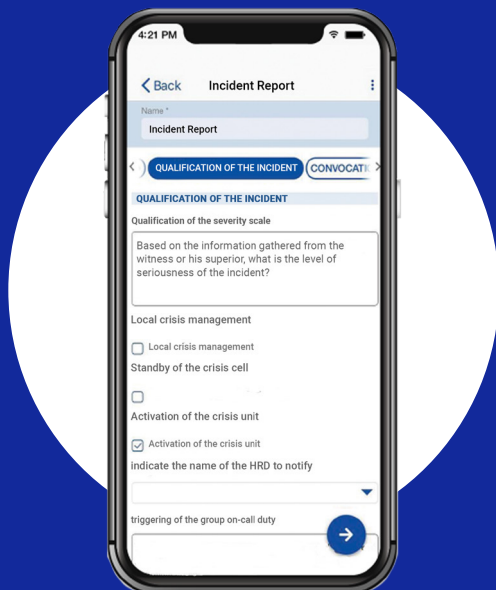
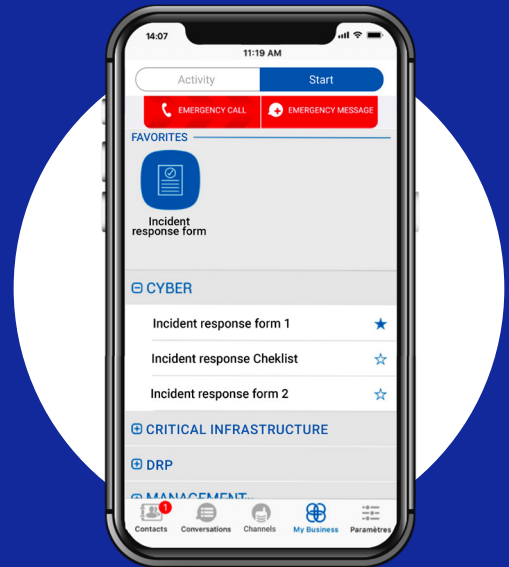
With **Team on the run**, the leading energy provider deployed a feature-rich platform tailored to its operational and security priorities:

- **Uninterrupted communication:** secure messaging, broadcasts, and group calls keep crisis teams connected at all times, even during internal network disruptions.
- **Digital crisis briefcase “My Business”:** All procedures, emergency plans, site maps, contact lists, and other critical resources are centralized in one secure solution, always up to date and instantly synchronized with users, accessible anytime, from anywhere.
- **Incident reporting and traceability:** Structured digital forms and incident reports enable fast, accurate incident reporting, with automatic routing to the right teams for immediate action.
- **Group and duty management:** Crisis cells, departments, and on-duty/off-duty status are clearly organized for faster decision-making.
- **IoT integration:** Through this integration, data and alerts from the IoT platform are transformed into actionable events, triggering predefined workflows for proactive monitoring and early intervention.
- **Compliance and sovereignty:** TOTR met the company’s requirements with a high level of security and European hosting, ensuring GDPR compliance and alignment with OIV security standards.

Benefits: crisis-ready and future-proof

By adopting **Team on the run**, the energy provider gained a resilient crisis management system that helps them manage emergencies efficiently and delivers many measurable benefits:

- **Faster response times:** instant alerts, notifications, and mobile access to procedures reduce delays, helping teams act quickly when every minute counts.
- **Reliable operations:** even during IT outages, teams continue to coordinate seamlessly, ensuring continuity of service for millions of customers.
- **Improved coordination:** centralized resources and clear group structures make it easier to mobilize the right people and align actions across multiple sites.
- **Transparency and improvement:** digital incident forms and traceability enable better reporting, continuous learning, and regulatory compliance.
- **Public trust reinforced:** by ensuring resilience and responsiveness, the company strengthens its reputation as a reliable provider of essential services.



Conclusion

With **Team on the run**, this leading energy provider successfully transitioned from fragmented, paper-based processes to a secure, mobile-first crisis management platform. All critical resources including crisis cells, on-duty contacts, communication channels, procedures, and emergency plans are now accessible in real time, enabling smoother coordination, faster decision-making, and uninterrupted communication. Crisis management has become more streamlined, more reliable, and more effective, empowering teams to act with confidence and ensuring service continuity for the millions of people who depend on this organization every day.