Solution Innovation Case Study:
Achieving GSOC Single Operating Picture for Continuously Improving Mission Assurance and Value

The Security Executive Council (SEC) Solution Innovation Partner (SIP) program evolved as a means for practitioners to choose a trustworthy risk mitigation provider with confidence when there is a myriad of options in the marketplace. Proven Solution Innovation Practice Case Studies help to evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This Solution Innovation Case Study offers a proven process approach for mitigating risk(s) online that could result in injury or impairment of people, assets, critical processes, products and/or brand reputation. This proof point examines representative risk issues, mitigations and result outcomes as validated by the Security Executive Council and the end-user.

The following case study demonstrates McKesson Global Security's continuously improving strategic imperative to increase the enterprise-wide value proposition of its GSOC Operations. The Topo.AI solution consolidates risk events and threat alerts onto an interactive map with rich contextual data about facilities, personnel, shipments and travelers. The integrated Topo.AI workflow allows all the GSOC team members to triage the alerts using one common methodology, thereby eliminating noise and focusing on the priority threat signals. The platform also provides detailed reporting so organizations can analyze enterprise risk and understand the strategic value of the GSOC.

Risk Issues and Mitigation Opportunities:
1. McKesson's Global Security Team evaluates a significant volume of incoming risk events, and over time they had built and purchased many different monitoring systems. Each system was an island unto itself and the GSOC team had difficulty monitoring numerous screens, maps, and reports.
2. While trying to manage dozens of incompatible systems, the McKesson Global Security Team was overwhelmed with data that sometimes hindered more timely responses to risk events. High-value actionable data was being commingled with less important data that had little or no strategic protection impact associated with it.

Solution Requirements:
1. McKesson required a way to aggregate all the risk data into one visible map where all the team members at the GSOC could view threatening conditions and events in proximity to McKesson assets in real time and triage all of them using a common workflow; for improved, just-in-time, situational risk intelligence
2. McKesson's GSOC requirements:
   - Cloud-based software platform;
   - Aggregation of the following geospatial risk events into one highly functional map:
     - 3rd party life-safety and asset risk notifications
     - Supply chain anomaly alerts
     - Executive and travel threat monitoring alerts

- o High-priority access control alerts
- o Temperature sensing alerts
- Ability to access video camera feeds from a given facility;
- Associate all alerts in context to the locations of facilities and travelers;
- Ability to log incidents and other activity into customized McKesson templates;
- Ability to process the alerts via a Dashboard or via a Map view;
- Ability to define KPIs and automatically generate reports to measure team performance against those KPIs;
- Ability to generate activity reports by shift, day, week, month, etc.;
- Measure risk by asset type and location;
- Automatically generate reports of many types;
- No API required;
- 99.9% uptime;
- Extendable platform that made adding new system connections easy and streamlined;
- Trustworthy company and team developing and supporting the platform.

Delivered:
- McKesson contracted with Topo.AI and implemented Phase one within 90 days.
- By integrating the various alerting systems into one common map and workflow system, the GSOC team can now monitor all potential risk conditions and events simultaneously to identify true threats. See diagram below.
- Faster risk recognition and communications allow analysts to integrate their analysis into email and communications systems - no more cutting and pasting from various platforms.
- The analyst team now has one consistent workflow for rapidly triaging new events. McKesson analysts estimate a 50% reduction in the time needed for tasks related to SOPs (e.g., communication, documentation, reporting, etc.)
- Systems scale to enable protective oversight of 6,000 local and international protectees and $8B+ of fixed and in-motion assets.
- Management now has robust analytics for better workforce management and more informative executive briefings.
- People and asset protection leadership report a 20% confidence gain for mission assurance.

**Outcome and Benefits of Service Including ROI:**
- Efficiencies gained have increased GSOC Analyst capacity by 30%.
- GSOC analysts' response time has significantly decreased and become more uniform day-to-day. When Topo.AI platform was implemented, multi-hour average response times were commonplace and only 47% of alerts received a response within 20 minutes. Three months later: the average daily response time is only 6:20, and 94% of alerts receive a response within 20 minutes.
- McKesson's confidence in its ability to assess, prevent, respond, and recover from threats and risks went from a 5 to a 7 out of 10.

- Potential API integration fees may be reduced with the Topo AI solution.

SIP Case Study Authentication Process

This process was overseen by a Security Executive Council subject matter expert with 20+ years of experience in developing and leading people and asset protection programs as a trusted security advisor for global, multinational organizations. Client end-user authenticated September 2019.

Note: The Security Executive Council's Solution Innovation case study represents a snapshot in time to demonstrate a solution to a specific-organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.
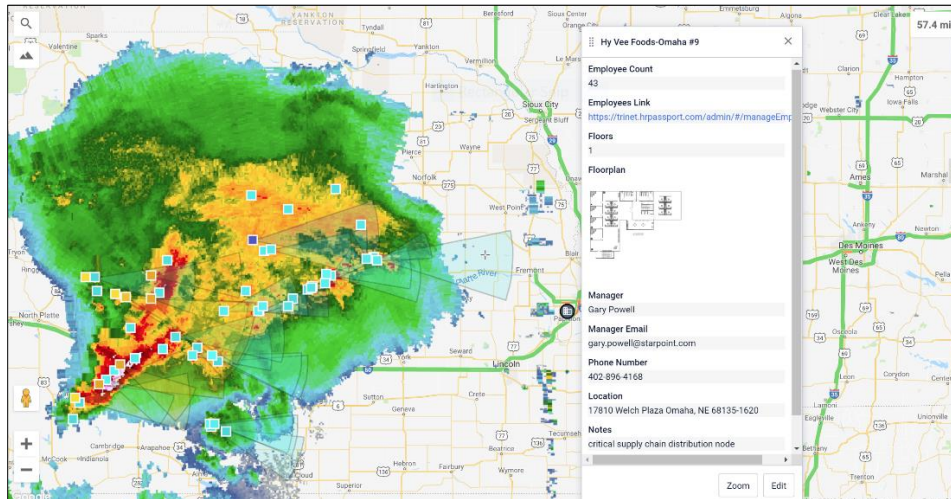
Interactive Threat Map displays alerts and threats in proximity to assets, personnel and partners – along with key contextual data.

Sep 4	Sep 3	Sep 2	Sep 1
New Alerts:	New Alerts:	New Alerts:	New Alerts:
47	47	45	55
Actions Taken:	Actions Taken:	Actions Taken:	Actions Taken:
16	17	22	36
Confirmed Impacts:	Confirmed Impacts:	Confirmed Impacts:	Confirmed Impacts:
0	0	0	0
MTTR:	MTTR:	MTTR:	MTTR:
4:41	6:05	6:16	9:30
MTTR < 20 mins:	MTTR < 20 mins:	MTTR < 20 mins:	MTTR < 20 mins:
93%	100%	96%	85%

Alerts Summary by Day report shows alerts, actions, impacts and response time

General Comparison of Competition

	Other Vendors	Topo AI
Fundamental		
Gain a Common Operating Picture	X	X
Achieve Situational Awareness	X	X
Mapping		
Alert processing in Map mode	X	X
Display company office locations and traveler locations on Map	X	X
Display risk notifications on Map	X	X
Easily build a fully customizable Map		X
Workflow		
Alert processing in Dashboard mode		X
Incident logging and tracking in Dashboard and Map mode		X
Ability to easily recover archived alerts		X
Ability to assign an alert		X
Auto updates of alerts highlighting variances		X
Reporting		
Ability to automatically generate reports from system data		X
Ability to brand reports using customized formats		X
Ability to automatically share reports		X
Delivery of daily performance summaries		X
Analytics		
Access a full suite of analytics		X
Access a full suite of key performance indicators		X
Integrations		
Integrate mass communication and incident response platforms	Everbridge only	All providers
Integrate corporate asset information from HR and ERP systems	X	X
Include Weather and natural disaster data from NOAA, GDACS, USGS	X	X
Integrate 3rd party risk notifications (paid)	Limited providers	All providers
Integrate employee travel safety notifications	Limited providers	All providers
Integrate supply chain systems		X
Integrate executive travel safety systems		X
Integrate access control systems		X
Integrate video management systems		X