

The Security Executive Council (SEC) Solution Innovation Partner (SIP) program evolved to help security practitioners expedite choosing a trustworthy risk mitigation vendor with confidence given the myriad of possible 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) 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 SEC and end-user.

This case study demonstrates the ability of Manzanillo International Terminal (MIT) Port safety and security team to integrate the innovative capabilities of Resolver to implement security risk management processes that add value to the organization and improve its all-hazard risk mitigation efforts.

Risk Issues and Mitigation Opportunities:

The client Colon, Panama team is responsible ensuring the integrity of all operations, including international trans-shipment, import, and export cargos. From the moment high-value containers reach their facility, until they leave, the team is required to have a full situational risk understanding. MIT needs to have full confidence that safety and security risks to cargo are mitigated whilst in their care. Compliance-plus assurance opportunities extend globally. If a shipment is damaged or contaminated, the terminal must be prepared to respond to insurance adjuster or authorities' requests for information about the shipment.

While many of the security risk management efforts are mandated by national and international standards (e.g. CSI (Container Security Initiative) established by the United States Customs Service, ISPS Code (Ship and Port Facility Security Code), PGCC (Global Container Control Program) of UNODC (United Nations Office on Drugs and Crime), BASC (Business Alliance for Safe Trade) program and U.S Customs-Trade Partnership Against Terrorism(C-TPAT), stakeholder cultural expectations for the business are even higher. End user quote - "Security risk management makes good business sense and helps us further protect our people and our customers".

Solution Requirements:

MIT required a solution that would allow consolidation of all facilities onto a single platform to centralize their security risk data. This solution needed to act as a single source of trust for all investigations, safety and security risk assessments, incident reporting, control testing and case management so that management could have full visibility of the risks for the entire organization, along with persuasive mitigation analytics. Reducing repeat risk conditions and offenders while maintaining the trust and confidence of customers is key.

The needs of the business had outgrown Excel spreadsheets. Data was neither integrated nor actionable. Understanding early warnings signs, integrating sensors, and automating reporting were all improvement opportunities for external and internal risk. MIT sought a system that could analyze data over time and space, thereby producing both confirmation of risk mitigation control effectiveness as well as showing previously undiscovered nexus between data points.

Delivered:

MIT was up and running with Resolver in just five months. The case management and incident management are much improved, demanding less time with consequential results. The team now looks at risk data for predictive mitigation and proactively implementing controls (like driver monitoring sensors) instead of reacting to events after they occur. Leaders at all levels have daily briefs with their teams on the ground where they discuss risk based on each specific operation and what controls should in place to mitigate them.

Outcome and Benefits of Service Including ROI:

The insights that Resolver provides allows MIT to have more accurate situational risk understanding which allows MIT to better prevent incidents and improve the safety and security of their cargo, customers, and staff. Additionally, Resolver:

- Enables the security team to review incidents and analytically predict future outcomes.
- Provides historical and ongoing evidence that MIT proactively implements risk controls and documents their impacts in terminal operations.
- Improved audit processes help MIT to look at control effectiveness from both a safety and security resourcing perspective. MIT can now measure the value of risk control investments as well as where future investments would maximize ROI.
- More persuasive data makes the business case for Senior Management when considering investment in new risk control resources. Resolver helps create dashboard(s) to illustrate incremental, compliance-plus business value to customers. MIT's safety record is a tangible benefit for employees as well as customers. Employees benefit from working in a safe and secure logistics facility while customers can count on the highest standards of care for their cargo. Allowed MIT to improve one specific risk outcome by 95% (from 135 incidents per week to 6 incidents per week) with consequential injury/damage/loss cost avoidance.
- Formatted reduced loss time injury reporting easily which was applauded ed by Senior Management.

SIP Case Study Authentication Process

This process was overseen by a Council Faculty member with 20+ years of experience in developing and leading people and asset protection programs as trusted security advisor for global and multinational organizations. **End-user authenticated July 2021.**

Note: *The Security Executive Council's Solution Innovation case study represent 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.*

A General Comparison of Competition

Client Service/Resource Attributes or Capabilities	Your Company	Company A	Company B	Company C	Company D
Enterprise Security Risk Management					
Profile Countries, Sites, and Assets	YES	NO	NO	NO	NO
Security Risk Assessments	YES	NO	NO	NO	YES
Track Security Measures and Policies	YES	NO	NO	NO	NO
Physical Site Audits	YES	NO	NO	NO	YES
Issue Management and Action Plans	YES	NO	NO	NO	NO
Incidents and Investigations					
Incident and Whistleblowing Portal	YES	YES	YES	NO	NO
Investigator Case Management	YES	NO	YES	YES	NO
Link Analysis	YES	NO	NO	YES	NO
Evidence Management	YES	NO	NO	YES	NO
Time and Expense Tracking	YES	NO	NO	NO	NO
Outcomes and Root Cause Analysis	YES	NO	NO	NO	NO
Security Operations					
Officer Activity Tracking	YES	YES	NO	NO	NO
Central Dispatching	YES	YES	NO	NO	NO
Scheduled Daily Activities	YES	NO	NO	NO	NO
Standard Operating Procedures	YES	NO	NO	NO	NO
Officer GPS Tracking	YES	YES	NO	NO	NO
Mobile Communications	YES	YES	NO	NO	NO
Platform Capabilities					
AI Enabled Text Analysis	YES	NO	NO	NO	NO
Configurable Forms and Workflows	YES	YES	YES	YES	YES
In System Reports	YES	YES	YES	YES	NO
BI Ready Active Data Warehouse	YES	NO	NO	NO	NO
Embedded Integration Engine	YES	NO	NO	YES	NO

See other case studies and learn more about the SIP Program here:

https://www.securityexecutivecouncil.com/about/solution_innovations.html