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 viable options in the marketplace. Proven Solution Innovation 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 case study demonstrates Emergent Risk International (ERI) and Factal's combined capabilities to help a lean team build out a robust intelligence program

Risk Issues and Mitigation Opportunities:

Assurant has 16,000 employees across 75 locations in 21 countries. When the Global Safety & Security team decided to build out their intelligence program, they knew the new Crisis and Threat Management division needed both strategic and tactical intelligence services with comprehensive global coverage. But at the same time, their small inaugural team lacked the capacity to drink from the firehose of real-time information. They required customized, decision-ready intelligence that made it easy to identify risk and capture opportunities that mattered most to the organization.

Solution Requirements:

- A breaking news platform that had verified intelligence to support a single analyst.
- Context at scale to deliver equitable distribution of coverage across the global business.
- Forward-looking of geopolitical and economic events and developments to provide better situational risk understanding for business decision makers.
- Mobile app notifications for a remote, mobile workforce to maintain constant watch out-of-hours.
- Verification by human intelligence analysts to provide confidence to make decisions at speed.

Delivered:

- Comprehensive, verified incident alerts for Assurant's 70+ sites across four continents drove confidence. In weeks, the team was delivering Factal alerts directly to senior leadership for their action.
- ERI's analysis enabled the business to gather situational risk awareness of global events and better determine potential impacts of these events on Assurant's people, assets, and brand.
- Factal mobile app alerts were customized for severity by location. Senior leaders now receive a select number of relevant alerts compared to the junior team's consistent monitoring.

- Live benchmarking occurs through Factal's Incident Chat feature, where the team can see real-time intelligence and questions from anonymous fellow Factal members responding in the same area as the event.
- Risk impact analysis support is featured from both ERI analysts and Factal editors.
- Ready-made analysis and review of incidents flow through ERI's situation reports and daily products.

Outcome and Benefits of Service Including ROI:

- Built trusted, all-hazards situational risk awareness to the Incident Response Team for action.
- Enabled monitored supply chain lines with a more forward-looking focus.
- Increased collaboration with internal clients in Facilities, Physical Security, and Incident Response teams because of the verified, timely, and valuable alerts and notices.
- Provided the new ability to identify risk "hotspots" - Assurant people, locations, and assets that require proactive monitoring and review.
- Raised the internal profile and influence of the team as it became more ingrained in the business and impacting higher level, enterprise-wide objectives.
- Positively impacted profitability and efficiency with Assurant's call center network.
- The products together function as a force multiplier, enabling an initial team of two to achieve the risk analysis and reporting work of a team of more than triple that size.
- Increased Assurant Leadership confidence with its Incident Response Team capabilities from a 4 out of 10 to an 8 out of 10.

View a video on Emergent Risk International here.

View a video on Factal here.

SIP Case Study Authentication Process

This process was overseen by a Security Executive Council subject matter expert with 25+ 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 June 2024.**

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.*

THE ERI & FACTAL CONSTELLATION
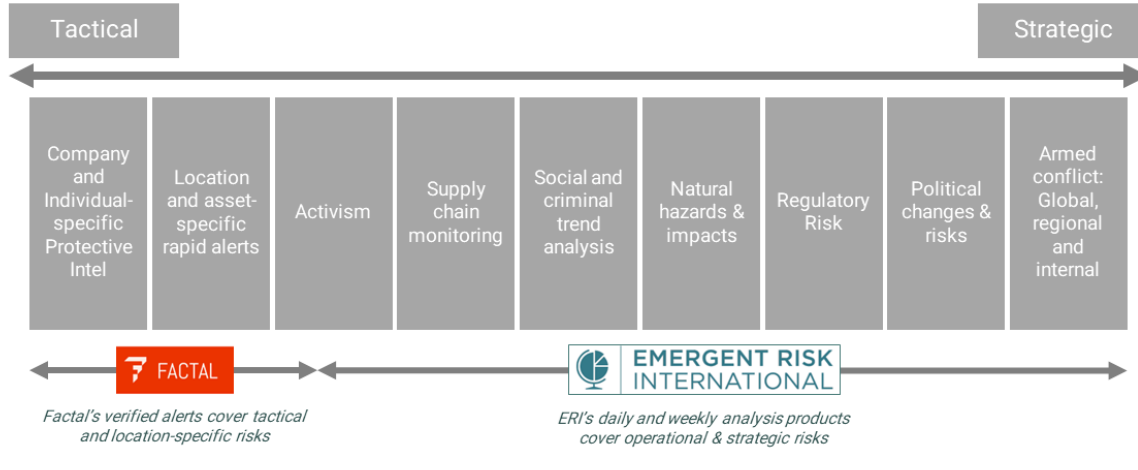
Client Service/Resource Attributes or Capabilities	Factal and Emergent Risk International YES/NO
News verified by journalists	YES
Collaborative risk intelligence (with Incident Chat)	YES
Estimated impact of incidents (with True Impact)	YES
Notifications customized per user on Factal mobile app	YES
One-stop, full-service intelligence solution for large and small programs	YES
Access to global data sets, APIs, services and alternative data for business and security	YES
Online and virtual training	YES
Business-centric subscription analysis that includes security, regulatory, political and reputation risk concerns	YES

See other case studies and learn more about the SIP Program here:
https://www.securityexecutivecouncil.com/solutions/vendor-innovations