

# Financial services leader improves traveler security procedures

SECURITY  
GLOBAL

## THE CHALLENGE

A global financial services company wanted to strengthen their existing internal risk management procedures to ensure traveler safety. They needed 24/7 monitoring of incidents and immediate notification when their travelers were affected. The company wanted a partner who would assist them in gathering information and validating risk assessments and threats posed by specific incidents.

## THE SOLUTION



CWT delivered a complete security solution to this company via its *CWT Guardian* standard offering, available to all clients as part of their transaction fee. The solution includes access to daily traveler tracking reports and incident-specific reports, detailed destination intelligence via *CWT Portal*—including risk assessments and health information—as well as automatic notifications alerting travelers and travel managers of incidents with a significant

traveler impact. Additionally, the CWT Emergency Services Center monitors events and news via a dedicated news link 24 hours a day, 7 days a week.

This robust security offering works in tandem with a company's own risk assessment and crisis plans to deliver immediate notification and to ensure the security of travelers in the event of a crisis.

## CONTACT

Your CWT account management or sales personnel  
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## THE RESULT

The CWT Emergency Services Center received breaking news of a plane crash in Indonesia at midnight local time, early morning in Asia. They immediately enacted CWT reporting procedures to identify the flight number and any affected CWT clients and travelers. A traveler from the financial services company had a reservation for the downed flight.

The head of the CWT Emergency Services Center contacted the account manager—as part of CWT's incident management process—who contacted the client directly within an hour of receiving news of the crash. The financial services company immediately reached the traveler in the hospital, notified the appropriate family members and company personnel, and activated their own risk management procedures to ensure the traveler's continued care and safety. The speed and urgency of the company's security procedures enabled them to take immediate action and ensure the proper care and support of their traveler.

## FAST FACTS

**Industry:** Banking, Financial Services

**Scope:** Global

**Volume:** \$38M USD

### Results at a glance:

CWT notified client of a traveler on a downed plane in less than one hour, enabling them to contact the traveler at the hospital and ensure his continued care and safety