

## Executive Summary

Fluor Federal Petroleum Operations is the operations and maintenance contractor providing services to the U.S. Department of Energy (DOE) on the Strategic Petroleum Reserve (SPR) project. Fluor manages day to day operations of the SPR, the largest emergency supply of crude oil in the world. The oil is stored in specially created underground salt domes located at four sites along the Gulf Coast: two in Louisiana and two in Texas.

Recognizing the need to automate and improve paper based control room operations, Gary Simon, Senior Emergency Response Team Specialist and WebEOC Administrator, led the effort to upgrade WebEOC and integrate emergency notification and mapping.

As a subset of the overall task, Fluor wanted to send emergency notifications through WebEOC. Their existing emergency notification system (ENS), Everbridge, was not integrated with WebEOC, requiring multiple steps and manual data entry to send an alert.

Learning that Intermedix recently completed a joint project with Rave Mobile Safety to integrate Rave Alert as the preferred mass notification system in WebEOC, Fluor switched from Everbridge to Rave Alert. The Rave Alert integration streamlines procedures, reduces the complexity of sending an alert, and automatically collects searchable historical data.

## The Challenge

Fluor's operation center oversees operation and management of the US Strategic Oil Reserve. In addition to day to day functions, the EOC needs to communicate emergency information when it occurs and having a separate emergency notification system from WebEOC causes delays and prevents the rapid sharing of information in an emergency.

To send an emergency notification, operators needed to log out of WebEOC, log into the ENS system, send the alert, reverse the process and manually enter details about the alert into WebEOC. Historical data was stored in a non-searchable file with limited data. Only through a manual and time consuming process could management access alert information and history.

Despite these issues, the current ENS provider said there was no way to interface with WebEOC and no way to combine the two systems for one streamlined process.

# FLUOR®



### THE CHALLENGE

Fluor, a long time user of WebEOC for incident management and day-to-day operations, needed emergency notification integration with WebEOC to streamline processes and save time.



### THE SOLUTION

Fluor upgraded WebEOC and integrated Rave Alert and ESRI mapping to create an updated, automated, efficient system that was easy to use and simplified information input and sharing.



### THE RESULTS

- Reduced required alert steps by 67%
- Searchable history automatically loaded
- Management access from anywhere

### THE TRUST



*Rave's ability to integrate with Intermedix WebEOC has taken emergency notification to the next level. Rave Alert is a great product standing alone but now is an exceptional product for any Emergency Operations Center. The ability to capture event data and notification data in one application saves time for the end user.*



**Gary Simon**

**Sr. Emergency Response Team Specialist  
WebEOC Administrator  
Fluor Federal Petroleum Operations**

## The Solution

To save time in an emergency, Fluor implemented the Rave Alert Extension for WebEOC. Control room operators now send alerts from within WebEOC. Alert information is automatically available to operators and management and it's integrated with ESRI mapping.

## The Results

The Rave Alert integration solved the two separate system problem.

"With Rave Alert our operators send alerts without leaving WebEOC," said Simon.

"Compared to Everbridge, Rave is easier to use, it's got better graphics and reports, and a lot easier to search data to see who was sent alerts. And all information is automatically pumped into WebEOC so there's not a data entry piece that needs to be done -- it's all automated."

"With Rave, when you hit send it automatically takes that record puts it in WebEOC, so that you have a running list of all the notifications you sent. And there's an alert report link that shows you who responded who didn't respond and you do all that from the WebEOC board."

"Rave Alert saves time. It's easier to maneuver around in. And if a manager wants to see a report, they log into WebEOC and see the data in real time."

"I am 100% comfortable that what Rave, ESRI, and Intermedix offers me right now. It does everything I need for this project"

## About Rave Alert and WebEOC

Rave Alert provides best-in-class, highly available emergency notification system for businesses, government, and educational institutions.

The WebEOC integration allows users to seamlessly add multimodal communications and mass alerting into their WebEOC workflow.



Thousands of organizations rely on Rave Alert as their Emergency Notification System. Its easy to use 3-Click "SnapSend" sends alerts to all channels simultaneously from any computer, smartphone, or tablet.

## About Rave Mobile Safety

Rave Mobile Safety creates innovative data and communication software that public safety agencies trust to help them save lives. Our award-winning portfolio of Rave Panic Button, Rave Alert, Rave Guardian, Rave Eyewitness, and the Rave 911 Suite enables millions to feel safe, secure, and connected. To learn more visit us on the web at [www.ravemobilesafety.com](http://www.ravemobilesafety.com).

**Contact Us Today to Learn More**

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