

CASE STUDY

Brookfield Properties is leveraging LiveSafe to stay ahead of emerging threats during daily operations and special events.



LiveSafe



BROOKFIELD PROPERTIES: LIVESAFE PREVENTS HUNDREDS OF THOUSANDS OF DOLLARS IN PROPERTY DAMAGE IN JUST 12 HOURS

ABOUT BROOKFIELD

Brookfield Properties manages two hundred million square feet of office space, making it one of the largest commercial real estate management companies in the world.

THE SITUATION

Nationwide, Brookfield Properties manages office space in Boston, New York, Washington D.C., Houston, Denver, Los Angeles and San Francisco. It's a massive operation that requires a fully integrated technology infrastructure to collect timely safety and security information.

One of the most powerful aspects of the Brookfield Property security apparatus is the way in which the company has integrated LiveSafe's community sourced intelligence capabilities into their physical security information management system, as well as its ability to leverage risk intelligence to allocate resources when and where they are needed.

THE CHALLENGE

Sometimes even major events that are planned many months in advance can change rapidly and get out of control, placing a premium on prevention efforts and getting ahead of emerging threats.

In 2017, Brookfield's Washington D.C. team found themselves in the middle of just such a situation. It was the inauguration of President Donald J. Trump and Washington D.C. was beset by protests, some of them violent.

Brookfield stood up an ad-hoc Security Operations Center (SOC) and deployed LiveSave to its on-duty supervisors and dozens of contract security officers who had never used the system before. Immediately, Brookfield's deployed security officers were able to report emerging safety and security incidents and direct resources where they were needed.

The volume and pace of the reports enabled Brookfield managers to take proactive measures ahead of protest movements that ultimately prevented property damages to the tune of hundreds of thousands of dollars.



The Solution



Using LiveSafe, Brookfield was able to deploy teams across Washington, D.C., to gather and report critical safety and security incidents during the inauguration protests. A command center was quickly established with the LiveSafe Platform at the heart of the operation.

Using LiveSafe, Brookfield Properties extended the capabilities of its physical security information and management system. LiveSafe's is now integrated with Brookfield's physical surveillance systems, daily operations and drills.

LiveSafe Was a Force-Multiplier During Inauguration Protests

- 1 Brookfield deployed 198 security officers across Washington, D.C. All were equipped with the LiveSafe Mobile App.
- 2 More than 188 safety and security tips flowed through the LiveSafe system between 7:30 a.m. and 7:00 p.m.
- 3 Many tips were dealing with real-time, emerging threats to Brookfield properties and personnel.
- 4 91% of tips involved a real-time chat session between sender and dashboard operator. 57% of tips included attached media, such as video and photographs.
- 5 Tips enabled Brookfield to redirect resources ahead of protest crowds and riots, and prevent major property damage.
- 6 A Brookfield supervisor got caught in the middle of a violent protest. He requested a LiveSafe SafeWalk and Brookfield was able to leverage the geo-tagging capability to direct police to his location and escort him to safety.



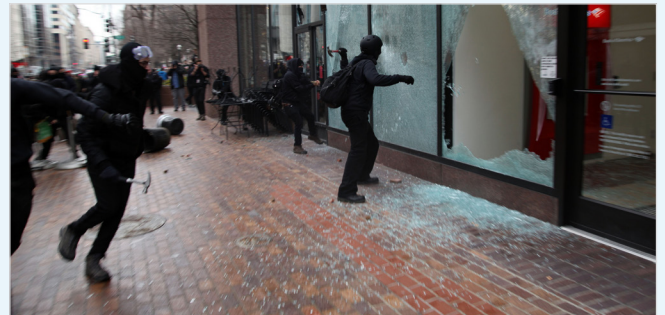
LaNile Dalcour, Director of Security, U.S. Office Division, Brookfield Properties

LaNile Dalcour had this to say about the value of people-sourced risk intelligence:

“LiveSafe really saved us in D.C. during the inauguration. We were getting so many tips that we were able to deploy our security officers to the next area where the protesters would be. We're one of the few companies in all of D.C. that experienced zero property damage that day.

The only reason our buildings weren't damaged is because we got out ahead of the issues. ”

By using LiveSafe, Brookfield Properties was able to deploy security officers to buildings ahead of protest movements, saving the company hundreds of thousands of dollars in potential damage.



The Result



Using LiveSafe, Brookfield Properties was able to avoid hundreds of thousands of dollars in property damage stemming from violent protest activity throughout Washington, D.C., during the 2017 Presidential Inauguration.

The LiveSafe Platform is now a central component of Brookfield's total security information management system, gathering critical risk intelligence from building tenants, supporting table-top exercises and alerting tenants to daily facility issues / emerging risks.

- 1 With just 30 minutes of training, dozens of contract security team members successfully used LiveSafe to make 188 real-time observations of potential safety and security incidents, enabling Brookfield to leverage geolocation data to proactively deploy staff to areas threatened by protesters.