EMILY CARR UNIVERSITY OF ART + DESIGN VANCOUVER, BC

Regroup

EMILY CARR UNIVERSITY OF ART + DESIGN SWITCHED TO REGROUP MASS NOTIFICATION FOR BETTER CUSTOMER SERVICE.

When a particularly dangerous and icy snowstorm approached in February 2019, the university was able to quickly close the campus before daybreak — in time to keep faculty, staff and students off the roads and safe at home.

1925	**300+**	**2,100+**
THE YEAR THE UNIVERSITY WAS FOUNDED	FACULTY AND STAFF MEMBERS	STUDENTS, ALL OF THEM LIVING OFF-CAMPUS

Vancouver is a city resilient to winter weather and accustomed to rain and occasional wet snow. It's not unusual for the first blossoms of spring to be spotted as early as February. But February 2019 shaped up to be an extraordinary month, with records showing it was one of the snowiest months in the city's recorded history.

WHEN A DANGEROUS SNOWSTORM BORE DOWN ON THE CITY, SCHOOLS, UNIVERSITIES AND OTHER AUTHORITIES NEEDED A WAY TO COMMUNICATE WITH A LARGE NUMBER OF PEOPLE IN A VERY TIME-SENSITIVE MANNER.

THE SWITCH TO REGROUP

Regroup customer Emily Carr University had been using a competitor's mass notification platform.

"WE HAVE BEEN REGROUP CUSTOMERS SINCE 2017. WE SWITCHED FROM MIR3 (AN ONSOLVE PRODUCT). [THE REASON WAS] POOR CUSTOMER SERVICE."

In addition to using Regroup to close campus during a weather emergency, the school participated in a successful drill to test an early warning system for earthquakes.

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ADRIAN LIM IS THE MANAGER OF INSTITUTIONAL RESEARCH AND APPLICATIONS FOR EMILY CARR, AND SAYS THE REGROUP SYSTEM WAS EASY TO USE FOR A SAFE AND EFFECTIVE CAMPUS CLOSURE.

"Our safety officer and our facilities director monitor the weather," Lim says. *"The Vancouver area had already had a few snowy days preceding the February shutdown. But when it became clear that commuters and people on icy, snowy streets would be in danger, the school took action."*

"Once it was confirmed the weather would not get better — and would be a hazard to travel through — the safety officer who is trained to send Regroup alerts logged on at home at 4 a.m., and sent the closure notification to all students, faculty and staff."

The feature Lim says is notable, in addition to superior customer service: *"We appreciate the ability to send out an alert very quickly, to distinct groups."*

DURING THE STORM, EMILY CARR WAS ONE OF SEVERAL INSTITUTIONS AND AREAS TO CLOSE — INCLUDING ALL THE LOCAL PUBLIC SCHOOLS AND THE FAMED STANLEY PARK SEAWALL, WITH FEARS THAT ICE WOULD BREAK OFF THE ROCK FACE AND ENDANGER PEOPLE ON THE PATH BELOW.

"Regroup's customer support is amazing, they have helped so much and are continuing to help."

Adrian Lim - Manager of Institutional Research and Applications for Emily Carr University.
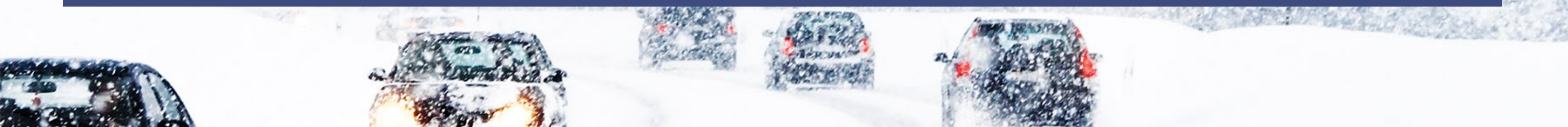
THE BEST-IN-CLASS SERVICE FOR STUDENTS, PARENTS, STAFF, FACULTY AND EMERGENCY SERVICES

EMERGENCY NOTIFICATION SOLUTIONS FOR HIGHER EDUCATION

Enhance crisis communications and mitigate the risks of active shooters, severe weather, and other critical events that endanger your community. With Regroup, you can send alerts to thousands of students, faculty, and staff in seconds.

AUTOMATE CRITICAL NOTIFICATIONS

Regroup offers automated alerts from the Integrated Public Alert & Warning System (IPAWS), NOAA, National Weather System (NWS), and more.

TIPSAFE ANONYMOUS REPORTING

Empower students and faculty to safely report suspicious behavior, potential threats, and other safety concerns from their smartphone.

REACH YOUR ENTIRE CAMPUS

Send messages via email, text/SMS, and voice calls, and integrate Regroup with, desktop alerts, help point towers, fire and PA systems, digital signage, outdoor sirens, and more.

ALERT SPECIFIC LOCATIONS

Our geofence technology allows you to alert a specific location, and even notify people outside of the area to stay away.

LEARN MORE

Our platform was built to be robust and reliable, for every device and application. Combine that with our training and 24-hour client support and it's easy to see why Regroup is the most trusted name in mass notification solutions.

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