



U.S. Army Garrison Bavaria: Smart Community Uses AtHoc to Protect Citizens

“I have a single Emergency Manager that covers the entire garrison from Grafenwoehr to Garmisch. Anything we can do that allows other trusted agents to assist managing our administrative data input for our communication capability will allow [Kim] more time to focus on other aspects of our Protection Program.”

- James E. Van Patten III, Director
DPTMS & PAI, USAG Bavaria



Industry Department of Defense

Location Grafenwoehr, Bavaria

Products AtHoc Connect

www.grafenwoehr.army.mil/

What if...

- Your community spans 180 miles and encompasses numerous organizations.
- But, in a crisis, you don't have a fast, surefire way to provide critical event details to key personnel?
- You're bogged down in manual administrative tasks that could jeopardize the lives of 35,500 – the very people relying on you to keep them safe?
- Many of your contacts in neighboring organizations are frequently away from their desk – and from traditional communications like phone and email?

Welcome to Kim Alahmadi's challenging environment. As an emergency manager, Kim was using AtHoc for networked crisis communication within her organization. But emergencies don't happen in isolation. She needed to share information and collaborate externally, too. Situated in scenic southeastern Germany, U.S. Army Garrison Bavaria (USAG Bavaria) is more than a U.S.

Army installation. It's home to a variety of organizations, including the:

- Edelweiss Lodge and Resort
- George C. Marshall European Center for Security Studies
- Grafenwoehr Commissary
- NATO School
- Rose Barracks
- Tower Barracks
- U.S. Consulate

For the nearly 35,500 service members, families and installation support personnel who study, train and work in the three locations that make up USAG Bavaria, this interwoven society is not just a school or workplace. It's everyday life.

The Challenge

As emergency manager for the USAG Bavaria, Kim oversees community safety and security from garrison headquarters in Grafenwoehr. Since 2011, she and her team have depended on AtHoc to send alerts to colleagues' work phones, email, SMS text and mobile phones and devices via push notifications. Similarly, she could receive information from them whether she was in the office or away.

As happy as Kim and her team were with the system, it wasn't addressing a fundamental need: seamless

communication with the many schools, agencies and entities in the area – the greater community.

In many cases, Kim did not have the names and contact information for her counterparts in adjacent organizations. And, if she did, it was because she pushed to track down the information at some point in the past. She had no assurance that these people still had the same phone numbers and email addresses, let alone the same jobs. At best, the process was time-consuming and results were hit or miss. Kim requested a more reliable system.



AtHoc Connect: Empowering People to Protect Communities

AtHoc faced the two-part challenge head on, providing immediate value to Kim and her team:

- Increased speed of communications with external organizations – By hosting neighboring organizations in the USAG Bavaria cloud, or virtual private system (VPS), AtHoc can connect stakeholders as needed. When Kim sends an alert, the message is distributed via the cloud to the designated points of contact (POCs) at the various USAG Bavaria organizations. And just like headquarters personnel, these other POCs can receive and send the alerts on work phones, email, SMS text and mobile phones and devices. Moreover, whereas Kim previously relied on alerting one or two higher-level external POCs to disseminate the alerts internally at their organization,

she can now notify all relevant parties at once.

- Improved efficiencies while eliminating administrative burden – Through newly available self-service capabilities, individual organizations can enter and manage their own personnel’s data, enabling them to be responsible for its accuracy and integrity. This, in turn, ensures the right message gets to the right people in times of emergency and beyond. It also allows Kim to stay focused on operational priorities, not administrative tasks. Using AtHoc Connect, Kim and her internal and external teammates have created a Smart Community and can deliver a coordinated, unified response to any crisis – keeping the people of USAG Bavaria safe.



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