

WINNER FOR INNOVATION

DELL TECHNOLOGIES DELIVERS ON DUTY OF CARE

How to Make the Most of the Latest Innovations

Dell Technologies, winner of the 2023 award for Innovation, used the latest tools and technologies to care for its workforce.

Dell Technologies is a multinational technology company specialising in computer hardware and software, data storage and IT services.

Alan Borntrager, Global Director - Corporate Security Services, describes their approach:

'Dell Technologies' mission is to drive human progress through technology,' and within Dell's Security & Resiliency Organization, we put this into practice in the way we use technology and innovate to provide the best care possible for our employees. Dell's Operations & Fusion Center (OFC), launched in 2019, is at the center of our commitment to caring for our workforce.'

Meeting the Challenge

Prior to 2019, Dell had a variety of tools to communicate with and account for employees, but responsibility for these resources sat in different parts of the company. Human Resources would reach out to employees in the aftermath of a crisis, but it was difficult to get employees to respond. Even after the OFC established procedures to account for employees after an incident, erroneous data would lead to false positives – indications of a Dell employee in harm's way – or false negatives – lack of awareness of a potentially impacted employee.

Since then, things have changed. Working closely with other teams across Dell – Environment Health & Safety; regional security staff; crisis management groups; and business continuity and resiliency - the OFC has streamlined security response and employee outreach, and set clear thresholds for action.

The OFC procured a suite of tools and has been constantly innovating on best practices to provide actionable support to Dell's workforce. Its Virtual

Command Center (VCC) gives the OFC a common operating picture, drawing data and alerts from external databases and its internal Workday database.

The Ukraine Experience

One of the biggest challenges in accounting for employee safety arose in the lead up to and aftermath of Russia's invasion of Ukraine. When Dell's security intelligence team noted the possibility of military action in November 2021 – three months before the actual invasion, the OFC called on numerous groups to verify employee contact data and identify potential triggers for further corporate action.

Dell's workforce in Ukraine – concentrated primarily in the Kyiv area – dispersed soon after the invasion. Many sought refuge abroad, and others temporarily sheltered elsewhere in Ukraine. Wellness-checks from the regional security team did not provide up-to-date geocoordinates for employees. To solve for this, the OFC recommended that Ukrainian staff download an Assistance App and check in daily to reassure both their line managers and company leaders that they were safe.



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Since the conflict began and with the Ukrainian employees' voluntary consent, OFC has monitored check-ins and used geographic information systems technology to locate team members. This information is used to help the corporate crisis management and executive leadership teams inform their decision making. The OFC team also leverages open-source reporting and satellite imaging of employee check-in locations to help protect from and respond to potential attacks."

The Pandemic

In the early days of the COVID-19 pandemic, Dell's security data analytics team developed a proprietary risk matrix. to inform back-to-office, travel restriction, and temporary closure decision-making.

Dell's regularly updated dataset, sourced from both international and local sources, was shared with hundreds of companies free of charge through its partnership with the Security Executive Council.

Future plans

As much as the OFC has achieved, Dell plans to innovate even more. The VCC platform will soon be upgraded with a SaaS implementation to automate notifications, ensuring employee data drawn from Workday is as current as possible, and permit unique geofencing by incident type.

The OFC is also working to implement a new incident management system both to track events more efficiently and provide un-siloed visibility across all security teams at Dell, further reducing response times and ensuring coordinated action.

Alan Borntrager Concludes

'The OFC has become a showcase of Dell's commitment to care for our employees and is regularly toured by our executive leaders when visiting Austin. We are also constantly benchmarking with other industry leaders to adjust and refine our practices.'

Key Elements

Work closely with other teams to coordinate and streamline activities.

Use the latest technologies and databases (international, local, external and internal) to:

- Confirm employee locations and wellness
- Track and assess incidents
- Automate notifications
- Inform decision making