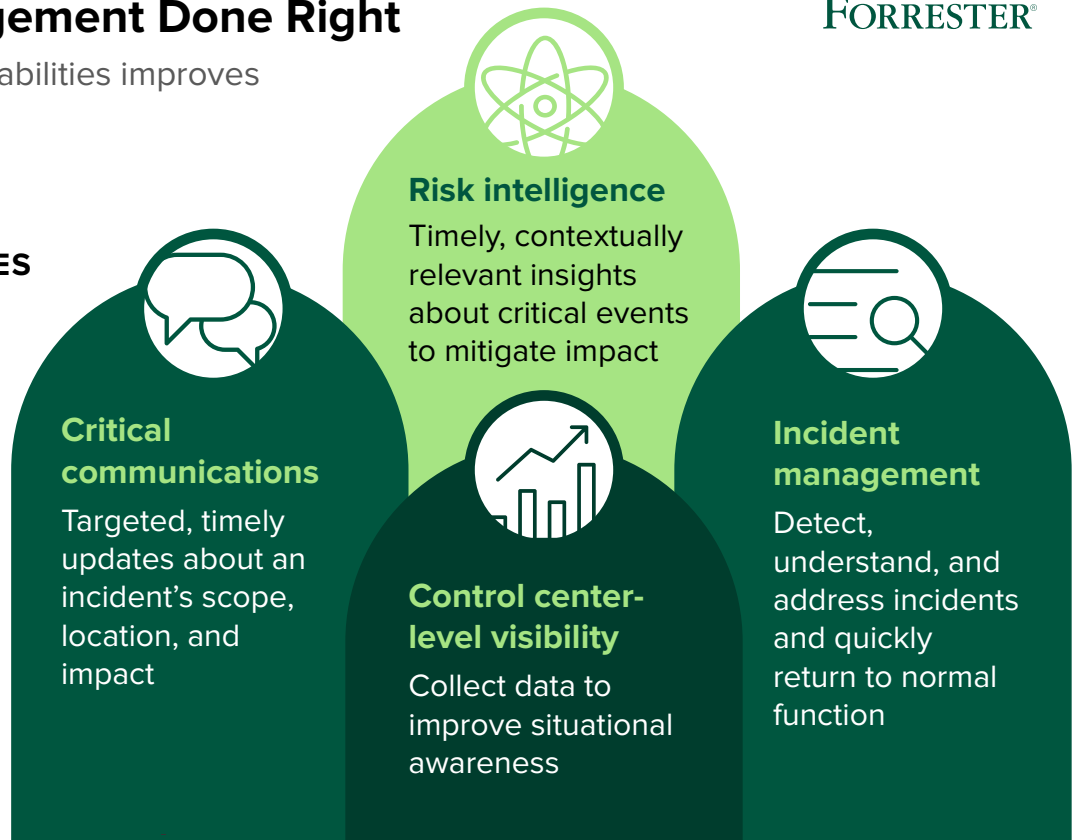


# Critical Event Management Done Right

How mastering four core capabilities improves risk management outcomes

## THE FOUR KEY CAPABILITIES OF CRITICAL EVENT MANAGEMENT

Organizations with high-performing CEM are more effective across the following key areas:



## ADVANCED CEM ORGANIZATIONS ARE MORE AWARE OF THE SCOPE OF RISK

Compared to those with less advanced capabilities, highly capable CEM organizations are:

- 320%** more likely to agree that risks can come from anywhere.
- 180%** more likely to agree that risk management is getting progressively more complex.
- 160%** more likely to monitor information security risk, and more likely to monitor all risk types.
- 152%** more likely to agree that proactive risk management is important to their business.

## THEY HAVE MORE EFFECTIVE INCIDENT RESPONSE ...

Highly capable CEM organizations are:

- 6.5x** more likely to have an optimized response to **incidents affecting operations**.
- 4.3x** more likely to have an optimized response to **financial incidents**.
- 3.4x** more likely to have an optimized response to **data privacy incidents**.
- 2.6x** more likely to have an optimized response to **incidents affecting customer experience**.

## ... AND HAVE BETTER INTEGRATED, MORE EFFECTIVE TECHNOLOGY

Highly capable organizations also have better success leveraging technology. They are:

- 6.5x** more likely their risk management solutions deliver value.
- 5x** more likely to have thoroughly integrated risk management solutions.
- 5x** more likely to prefer CEM solutions with incident management.
- 3x** more likely to prefer CEM solutions with risk intelligence.
- 3x** more likely to prefer CEM solutions with integrated critical communications.

Base: 469 risk, security, and CEM decision-makers at organizations in the US and the UK  
Source: A study conducted by Forrester Consulting on behalf of OnSolve, October 2021

