

RiskTalk at Cartier's Coloratura Private Event

RiskTalk



Cartier's Coloratura event – showcasing its high-end jewelry - was a 2-week private event held at the Shangri-La Hotel in Paris in July 2018. The event attracted a glittering array of stars, as well as international customers and buyers.

Challenge/Situation

Cartier's event was a private, closed event that was taking place in a hotel during the peak tourist season. The event needed to be as seamless as possible and not disturb the day-to-day activities of the hotel. Challenging for the security teams and the organizers, the event took place across three floors.



Why RiskTalk

RiskTalk was used previously at the SIHH in Geneva in January 2018 with great success. As with the SIHH event, our Client - a third party security team - needed a tool that would allow its staff to report issues immediately using a simple communication channel that required minimal training.

Our Client chose RiskTalk for its *simplicity* and *ability to be customized with any event venue's map*. The intuitive dashboard, flagging issues in the control room real-time, as they were reported, allowed our Client to monitor and quickly resolve each of the problems.

Experience

The RiskTalk team customized the dashboard to allow for issue reporting across 3 different floors of the hotel, including street level, as several issues occurred outside of the hotel's doors. During the 2 weeks, 21 issues were identified, reported, and resolved.