University of St. Thomas Selects CriticalArc's SafeZone® to Support Scalable, Modern Campus Safety

CriticalArc partnership embeds modern safety technology into daily operations while preserving a personal, service-led approach

ST. PAUL, Minn., January 7, 2026 – The University of St. Thomas has partnered with CriticalArc, the global provider of SafeZone®, the unified safety, security, wellbeing and emergency management solution, to set a new benchmark for modern campus safety and service delivery across Minnesota's largest private university. The partnership strengthens St. Thomas' ability to deliver a secure, responsive, and service-focused environment for its more than 14,500 students and staff across campuses in St. Paul, Minneapolis, and growing locations throughout the Twin Cities metro and beyond.

St. Thomas, one of only two Division I universities in Minnesota and the state's largest Catholic institution, selected SafeZone in May 2025 following a comprehensive evaluation of safety technologies, operational models, and long-term support strategies. As the university continues to grow in scale and complexity, leaders sought not only a modern platform, but a trusted partner capable of supporting adoption, engagement, and measurable outcomes over time.

Beyond technology, St. Thomas selected CriticalArc for its higher-education-focused Customer Success model, proven experience supporting complex campus environments, and collaborative approach to implementation. The partnership ensures that SafeZone is embedded into daily operations, aligned with institutional priorities, and continuously optimized to support student experience, operational efficiency, and community trust.

Through the SafeZone platform, St. Thomas will deploy an integrated safety and emergency management system that unifies mass communication, real-time incident response, mobile safety tools, location-based services, and modern command-and-control capabilities. The platform enhances situational awareness for responders, empowers students and staff to request help quickly and discreetly, and enables Public Safety teams to coordinate efficiently during both routine operations and critical incidents—while preserving the personal, service-led approach central to community policing.

"The University of St. Thomas selected SafeZone as part of our broader commitment to strengthening emergency coordination, communication, and overall campus safety," said Zach DuBois, Director of Public Safety. "As a multi-campus institution, it was important for us to adopt a platform that delivers clear, consistent communication and allows our community to quickly connect with Public Safety when assistance is needed.

"Our partnership with CriticalArc has been exceptional. Their team took the time to understand our operational needs, guided us through implementation, and continues to provide strong support after launch - often when it matters most as we fine-tune the system for real-world use. SafeZone has been very well received by our campus community and is a valuable resource we are proud to offer to faculty, staff, and students, providing peace of mind not only to those on campus, but also to parents and caregivers.

"Safety remains a major factor when individuals choose a university, and SafeZone helps us reinforce our commitment to protecting and serving the St. Thomas community in a proactive and meaningful way."

The SafeZone platform equips the University of St. Thomas with:

- **Real-Time Response and Location Intelligence**, enabling responders to quickly locate individuals in need, both indoors and outdoors.

- **Mobile Safety Capabilities**, including duress alerts, virtual escort, high-risk worker check-ins, fall detection, and anonymous tip reporting.

- **Incident and Operations Management Tools** providing centralized visibility and coordination during emergencies.

- **Unified Mass Notification** leveraging SMS, email, push notifications, telephony, desktop alerts, digital signage, social media, and geo-targeted messaging.

- **Scalable, Cloud-Based Architecture** that integrates with existing systems and supports future campus expansion.

"The move to SafeZone reflects the University of St. Thomas' forward-thinking approach to safety, service, and operational excellence," said Anne Cynamon, Vice President of USA Higher Education at CriticalArc. "What sets this partnership apart is the focus on long-term outcomes, ensuring teams are supported not just by technology, but by an ongoing Customer Success partnership that drives adoption, engagement, and continuous improvement."

The partnership reflects a growing movement across Minnesota and the broader higher education sector, where institutions are seeking to consolidate systems, reduce complexity, and deliver more effective, student-centered safety services. With SafeZone and CriticalArc's Customer Success partnership, the University of St. Thomas is demonstrating how modern technology, supported continuously and implemented with purpose, can enhance trust, preparedness, and the overall campus experience.

For more information on CriticalArc and SafeZone go to www.criticalarc.com or email marketing@criticalarc.com.

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About CriticalArc
CriticalArc provides SafeZone®, the unified safety, security and emergency management solution that helps large organizations keep their people safe and respond more effectively to critical incidents so they can fulfil their duty of care and mitigate risks. SafeZone fundamentally transforms the ability to manage personal safety, security, and emergency situations so organizations can respond faster and more effectively to protect their most important asset, their people. Through realtime visualization, communications, and response coordination, SafeZone streamlines operations, is easy to use and quick to deploy. For more information on CriticalArc and SafeZone, please go to www.criticalarc.com, email marketing@criticalarc.com or call +1-800-985-9402.

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