EVERBRIDGE IT ALERTING
CLOSED-LOOP RESPONSE AUTOMATION SOLUTION

AUTOMATE COMMUNICATION, COLLABORATION, AND ORCHESTRATION FOR FASTER INCIDENT RESOLUTION AND DELIVERY

For Support Center Professionals | ITSM • MIM • Incident Management • Change Management

- Automatically or manually send targeted notifications using message templates
- Quickly identify who the best suited personnel are to work on a particular issue based on who's on-call and skills
- Engage IT teams automatically without having to manually call or email people
- Escalate automatically in case people don't respond quickly enough
- Easily collaborate with 1-click, pinless Smart Conferencing and ChatOps integrations
- Notify key stakeholders and impacted users and keep them updated with targeted notifications
- Maintain a full audit-trail of the incident resolution process including audio recording and chat conversations for post-mortem and compliance

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For IT Responders and Professionals | On-Call • Escalation •Collaboration • Alert Fatigue

- Only receive contextual targeted notifications when you are absolutely required
- Acknowledge directly form notifications with one click
- Set your preferred delivery paths (mobile notification, phone, SMS, email) and quiet time periods
- Hop on a virtual war room (pinless conference bridge, and chat room) with one click
- Gain insights into your team's response performance

For IT Executives and Leaders | MTTR •Response Performance •Downtime • Business Impact

- Gain visibility into the state of incidents across Service Ops, Security Ops, DevOps and BC/DR
- Gain visibility into response team performance
- Improve IT response performance and accountability over time

ENGAGE IT RESPONSE IN 5 MINUTES OR LESS

ASSESS

Automatically gauge the severity and context of IT events

The API connector offers an easy and flexible way to ingest events and alerts from a variety of third-party tools, such as ticketing systems, service desk systems, ITSM systems, event correlation systems, ITOM systems, APM solutions, and more. Events are then turned into Everbridge incidents based on conditional logic.

LOCATE

Identify the right teams and personnel based on who's on-call, location, and skills

Smart Routing technology offers multi-criteria based identification and on-call scheduling to identify the right teams and individuals to engage. Automated escalation will kick in if people don't acknowledge in a timely manner.
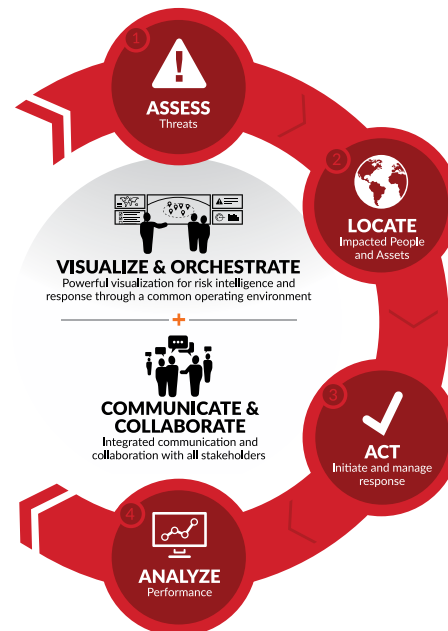
ACT

Engage the right teams in real time, collaborate and orchestrate

The platform helps to minimize response time based on best responder match basis. Smart Orchestration technology offers the ability to notify various groups such as IT staff, key stakeholders, impacted business users on a variety of delivery methods (e.g.: phone, SMS, email). Recipients of the targeted notifications can manage their device preferences and setup quite time periods for not receiving messages. The solution offers 1-click pinless conference bridge access and integrations with ChatOps like Slack.

ANALYZE

Gain visibility into incident response performance across all areas of IT: Service Operations, Security Operations, DevOps and IT BC/DR

Interactive dashboards provide heat map showing IT managers where they should focus their attention. Smart Analytics provide incident response performance trending by group, time, or type to help continuously improve processes and assist managers with resource planning, optimize response times and SLAs. It offers baseline monitoring, and early warnings so that businesses can proactively ensure adherence to the organizational Service Level Objectives.

1 ASSESS Threats
2 LOCATE Impacted People and Assets
3 ACT Initiate and manage response
4 ANALYZE Performance
VISUALIZE & ORCHESTRATE Powerful visualization for risk intelligence and response through a common operating environment
COMMUNICATE & COLLABORATE Integrated communication and collaboration with all stakeholders

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189,000,000+
Contacts Managed

1,850,000,000+
Messages Sent Per Year

100,000+
SMS Sent Per Minute

99.99%
Uptime

200+ Supported
Countries and Territories

Level 3 Certified
DHS Telecom Service

100+
Modalities

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running faster. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Lansing, London and Stockholm.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

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