

CRITICAL EVENT RESPONSE:

10 IMPORTANT Operational Risk Programs for 2020

Squeeze the latency out of your response to critical events:

Standardize and automate your response across operational risk groups to get everyone on the same page when responding to critical events



PATH TO OPERATIONAL RESILIENCE:

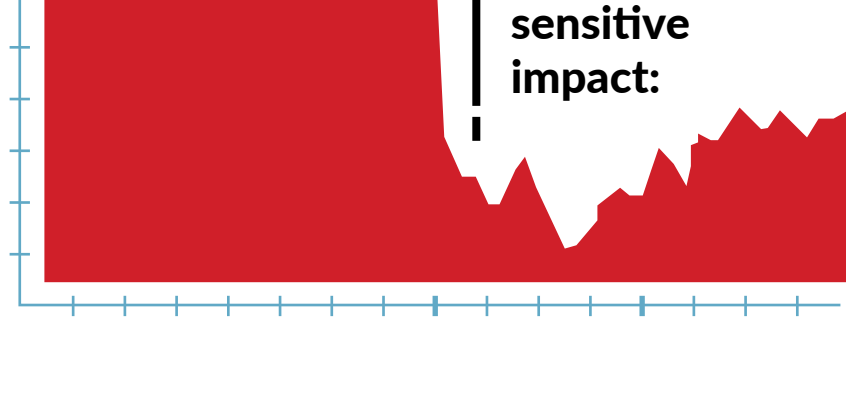
1

Mitigating Reputational HARM:

Emergency outreach to Counterparties and Clients

If you can save your customer from a bad experience, you can mitigate reputational harm.

56% of Critical Events have a large or severe impact on reputation



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Executive ENGAGEMENT:

Requires Mobile and Global Reach

Reaching executives can be problematic. Mobile tools and visual dashboards are needed to give the big picture, the story of recovery and timeline of resolve.

73% of executives under age 40, see their mobile device as more critical to communications than any other means



3

Cyber and InfoSec RESPONSE:

Secure Chat and Secure Conferencing

Cyber response groups are streamlining the ability to use out-of-band communications to mitigate the contagion of cyber attacks and Info security breaches.

1087% increase in cyber incidents in 2018 (FCA)



4

Operational Incident MANAGEMENT:

Audit Trails and Benchmarks

Regulators are asking to see the time it takes a Financial Enterprise to respond to critical events. Have you benchmarked and tracked your response efficiency?

46min to 3min reduction in Time to Rally for IT incidents



5

Geo-political IMPACTS:

Monitoring Weather is NOT ENOUGH

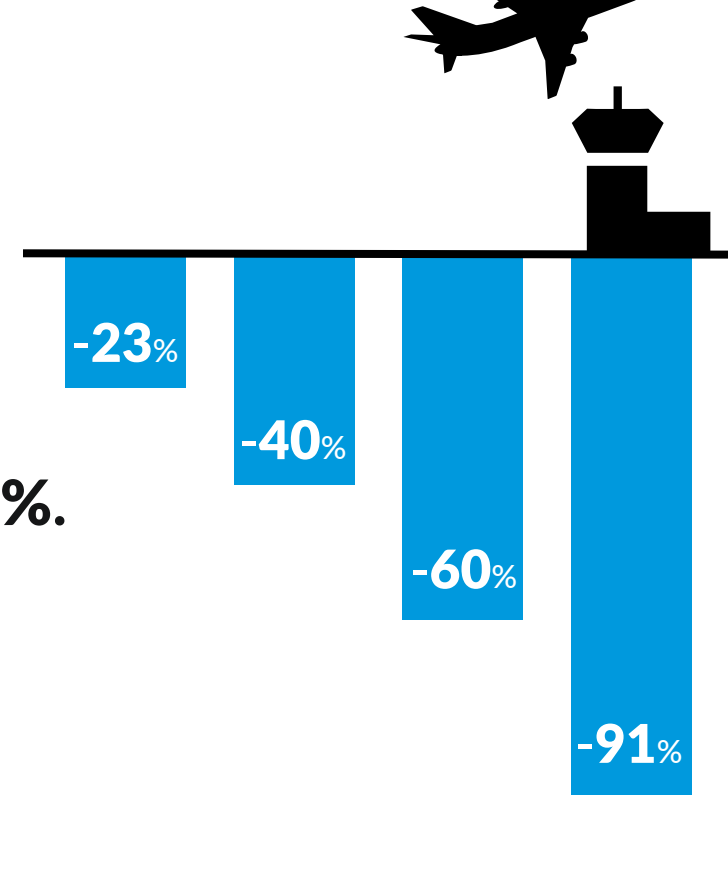
Geopolitical instabilities and local disturbances are a reminder for GLOBAL awareness along with HYPER LOCAL context.

Retail sales dipped by **23%**.

Arrivals at Hong Kong's international airport fell nearly **40%**.

Hotel occupancy rates are roughly **60%**, down from **91%**.

\$3 billion in investment had in recent months shifted from Hong Kong to Singapore



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Mapping Business Stakeholders IT ESCALATION MANAGEMENT

Go beyond the 'opt in' and ensure the business stakeholders are mapped into the notification and recovery workflows. When KPIs, business KRIs and workflow metrics are combined, organizations become predictive big picture.

53% of financial firms want to increase the speed of critical event resolution



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7

Fusion of Ops Risk Groups: A UNIFIED APPROACH

A 'fusion center' joins the responsibilities of agency and physical security, or business continuity and IT to gain efficiencies of process, knowledge and impact assessment.

73% of finance firms have implemented a fusion center, and half of those will expand further



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8

Third Party RISK CHECKS

Emergency Notifications and crisis management of Mission Critical Apps and a single point of failure. In times of local, national or global crisis how will your vendor perform? Can your third parties survive the financial consequences of a data breach?

21% of the cyber incidents were caused by a third party failure, (FCA)



9

Big Data EXPERIMENTS:

Insights for the Business

Geo-tag everything and visualize OFAC locations, travel schedules and money transfers. Use big data and machine learning to uncover correlations that can add value to the lines of business.

90,000 data sets on data.gov and more than 1 million data sets made open by governments worldwide



10

Employee ACCOUNTABILITY,

Response Rates and Remote Locate

Locating employees and executives on demand is critical for operational resilience. Industry average response rates are low 70%. But, when HR policies, employment contracts and management mandates are put in place, response rates can increase to 90%.

74% industry average but some achieve

94% employee response to emergency notification



Crisis Management, Operational Incident Response, Risk Intelligence and Critical Event Management

- Emergency Communications
- Rules-assisted actioning
- Mobile Apps
- Global Locate
- Omni-channel Outreach
- Out of Band Secure Chat and Conference
- Live video for confirms
- Visualization and correlation engines
- Audit-ready recordings
- Globally reliable messaging

Everbridge commitment to the highest quality service:

Triple Availability



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ISO 27001



AICPA SOC2



let's chat

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