Customer Spotlight: Efficient Incident Communications with IT Alerting
A Leading Private Research University

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Director for IT System Support

PROBLEM

This Leading Private Research University's IT Department supports multiple IT systems and solutions across the university's facilities, data centers and networks. During an IT system outage, the university lacked a centralized communications tool to alert on-call team members to coordinate their response and action.

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IT ALERTING

SOLUTION

This Leading Private Research University deployed **Everbridge's IT Alerting** tool to provide the IT department with a centralized solution to gather team members on a conference bridge during an incident or outage. Now, during P1 and other priority incidents when the university needs to engage key on-call IT staff, Everbridge IT Alerting notifies and escalates communications to team members across such diverse groups as network operations (NOC), app development and data storage. The tool ensures that only the right resolvers are contacted, improving the efficiency of the incident response process and enabling incidents to be triaged on the conference bridge.

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In addition to the ROI of a more efficient incident communication and escalation process, the university also increasingly uses the tool for more routine IT issues to engage on-call staff. Moving forward, the university will look to integrate the tool with its ITSM ticketing system to further automate communications and escalations.

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