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Jeremy Dyer
R&Q

OVERVIEW

Randall & Quilter Investment Holdings Ltd. (R&Q) specialises in a wide variety of insurance products and services. Since its inception in 1991 the company has created a comprehensive range of investment activities and services in the global non-life insurance market, focusing on four core areas: insurance investments, underwriting management, insurance management, and insurance services. R&Q has a Group Business Continuity Plan which is observed by all members of staff in the UK and in its outlying offices across the globe, principally in North America and Bermuda.

PROBLEM

R&Q was previously an iModus customer, but migrated its emergency notification platform to Everbridge in September 2015. It currently employs nearly 400 staff worldwide, based in a variety of time zones. With offices globally, R&Q wanted to ensure it had a system that was intuitive and would meet both its business continuity and its IT alerting needs. While historic demands have been relatively straightforward, the company has identified two key areas of future risk it wants to ensure resilience against: terrorism and cyber-crime.

SOLUTION

R&Q deployed the Everbridge platform and has trained a number of employees to use it. While the company migrated to Everbridge principally for business continuity purposes, the platform is now also used by the IT team as a global, 24/7 communication tool.

HOW DID YOU FIND THE MIGRATION PROCESS AND GETTING UP TO SPEED WITH THE NEW PLATFORM?

We carried out thorough research before we took on iModus and found it to be best suited to our needs. However, since using the Everbridge platform we have found it an easier and more comprehensive tool to use. The user interface in particular is intuitive and self-explanatory. We acquired it principally for business continuity purposes, but it is also used by IT staff for routine communications. I held three hour-long training sessions for 12 IT staff and they all found it self-explanatory. They have subsequently not found anything difficult to come to terms with.

WHAT SUPPORT DID YOU RECEIVE FROM EVERBRIDGE DURING THE IMPLEMENTATION PROCESS?

The format of setting up groups and adding additional information can take time to plan, but apart from that it is a very straightforward application. During training, I was given a mentor who gave me an overview of the tool and insight into the functionality I required. I also spent time using the Everbridge University, which I found extremely helpful to research and learn about other capabilities of the platform. Discovering things for myself using the University improved my confidence using Everbridge and enabled me to write my own User Guide which I then shared with R&Q's staff. Since then we have used it without encountering any hiccups.

ARE THERE ANY SPECIFIC FEATURES OR FUNCTIONALITY THAT STAND OUT FOR YOU WITH THE EVERBRIDGE PLATFORM?

I downloaded the Everbridge app onto my mobile phone and tested it, albeit to a small population, and I am confident that in an emergency situation I will be able to use it to quickly and effectively communicate with a wider population of staff if I do not have access to a computer.

IS THE MOVE TO IT USING THE PLATFORM HELPING THE SOLUTION TO DRIVE A BETTER RETURN ON INVESTMENT FROM AN INITIAL PURCHASE PERSPECTIVE?

Yes absolutely. There is heightened security around business nowadays and we are unable to provide confidential information over the phone so it is a means of verifying who the member of staff is that requires information, regardless of level, time, or geographical location. Critical communications can also be sent to the personal devices of staff when they are not logged on to the R&Q network or in a position to access their company email accounts.

DO YOU HAVE ANY OTHER PLANS FOR THE EVERBRIDGE PLATFORM WITHIN THE BUSINESS?

Yes, we can see potential in the Universe feature. I recently sent out a joint email with HR asking staff if they would be happy for us to use their personal information on a wider scale. We would like to use the Universe mapping tool to target individuals based on location in the event of an emergency. We hope to be able to use this feature to communicate even more effectively in the future.

I always have my eye out for Everbridge's future developments and regularly attend Everbridge User Group meetings to keep abreast of product developments and to see how other companies are using the platform. We will always be happy to hear about other features Everbridge plans to include in the future and we are not closed to using it for other purposes, but in the meantime we are happy with the platform as it is.

CAN YOU SEE A WIDER USE OF THE PLATFORM IN THE FUTURE?

We find that employee resilience is greater in North America where they are more used to adverse weather conditions than those based in the UK, particularly on the East Coast. When I phoned my colleague in the US

in March 2016 to ask how they were preparing for the several feet of snow that was predicted, he shrugged it off and said not to worry – they are used to managing in such conditions. If that had happened in the UK, all hell would have broken loose! The flexibility of the platform means we can cater for individual differences in each location. Our principal concern in the UK is for anti-terrorist resilience, as well as the current hot topic of cyber-crime. Preparing for this is important to us in terms of risk management, although this is very difficult to quantify.

IF YOU HAD TO SUMMARISE YOUR EXPERIENCE WITH EVERBRIDGE AND THE PRODUCT IN A COUPLE OF SENTENCES, HOW WOULD YOU DESCRIBE THE EVERBRIDGE TOOL?

A: The tool is intuitive, easy to use, self-explanatory, and it does everything we need it to do from an emergency notification point of view. It enables us to target specific individuals and the response time for sending out notifications is instantaneous. I also find it an easy and useful tool to interrogate what R&Q has done in the past – in particular, past successes or failures in relation to contacting people. This is an important feature for us as people change contact details periodically and do not always inform us! Everbridge is playing a strategic and important role in making sure internal communication remains seamless and efficient.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Beijing and London.

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