



SOC 3 for Security, Availability and Confidentiality

Independent Practitioner's Trust Services Report

For the Period October 1, 2016 through September 30, 2017



EVERBRIDGE, INC.

INDEPENDENT PRACTICER'S TRUST SERVICES REPORT – SOC 3

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SECTION ONE: INDEPENDENT PRACTITIONER'S TRUST SERVICES REPORT

To the Management of Everbridge, Inc.:
Pasadena, CA

Scope

We have examined management's assertion that during the period October 1, 2016 through September 30, 2017, Everbridge, Inc. (the "Company" or "Everbridge") maintained effective controls over its Critical Event Management Platform, based on the American Institute of Public Accountants ("AICPA") trust services security, availability, and confidentiality criteria to provide reasonable assurance that:

- the system was protected against unauthorized access, use or modification;
- the system is available for operation and use as committed or agreed;
- the system information designated as confidential is protected as committed or agreed.

The Company is responsible for this assertion. Our responsibility is to express an opinion based on our examination. The Company's management description of the aspects of the Critical Event Management Platform covered by their respective assertion is outlined within the report.

Our examination was conducted in accordance with attestation standards established by the AICPA and, accordingly, included (1) obtaining an understanding of the Company's relevant controls over security, availability and confidentiality of the Critical Event Management Platform; (2) testing and evaluating the operating effectiveness of the controls; and (3) performing such other procedures as we considered necessary during our examination. We believe that our examination provides a reasonable basis for our opinion.

Because of the nature and inherent limitations of controls, the Company's ability to meet the aforementioned criteria may be affected. For example, controls may not prevent, or detect and correct errors or fraud, unauthorized access to systems and information, or failure to comply with internal and external policies or requirements. Also, the projection of any conclusions based on our findings to future periods is subject to the risk that changes may alter the validity of such conclusions.

In our opinion, the Company's assertion referred to above are fairly stated, in all material respects, based on the AICPA trust services security, availability and confidentiality criteria.

Everbridge, Inc.'s use of the System and Organization Control report logo constitutes a symbolic representation of the contents of this report and is not intended, nor should it be construed, to update this report or provide any additional assurance.

cyberGuard Compliance, LLP

November 28, 2017
Orange, California



SECTION TWO: EVERBRIDGE, INC.'S ASSERTION REGARDING ITS CRITICAL EVENT MANAGEMENT PLATFORM

November 28, 2017

During the period October 1, 2016 through September 30, 2017, the Company, in all material respects maintained effective controls over the Critical Event Management Platform, as defined by the 'System Description' attached within the report, to provide reasonable assurance that:

- The system is protected against unauthorized access, use, or modification to meet the entity's commitments and system requirements.
- The system is available for operation and use to meet the entity's commitments and system requirements.
- Information designated as confidential is protected to meet the entity's commitments and system requirements

Further, the Company confirms that to the best of our knowledge and belief, that the controls related to the trust services security, availability, and confidentiality criteria were suitably designed and operating effectively during the period October 1, 2016 through September 30, 2017, to achieve those criteria. The criteria we used in making this assertion were that:

- The risks that threaten the achievement of the controls related to the trust services criteria have been identified by the Company; and
- The controls related to the trust services criteria would, if operating as described, provide reasonable assurance that those risks would not prevent the creiteria stated in the trust services criteria from being achieved.

Everbridge, Inc.

SECTION THREE: DESCRIPTION OF EVERBRIDGE, INC.'S REVENUE MANAGEMENT SOLUTIONS

1 Overview of the Everbridge, Inc. Operations

Everbridge, Inc. (NASDAQ: EVBG) is a global software company that provides a Critical Event Management (CEM) platform and enterprise software applications which automate and accelerate organizations' operational response to critical events in order to keep people safe and businesses running faster. During public safety threats such as active shooter situations, terrorist attacks or severe weather conditions, as well as critical business events such as IT outages, cyber-attacks or other incidents such as product recalls or supply-chain interruptions, over 3,500 global customers rely on the Everbridge Inc.'s ("Everbridge") SaaS-based platform to rapidly respond to, and even avoid, sudden or unexpected disruptions. The Everbridge CEM Platform enables organizational resilience on an unprecedented scale, combining real-time risk event detection, situational awareness, and integrated response and collaboration from a single, enterprise-wide view across critical events types. The platform sent over 2 billion messages in 2017 and offers the ability to reach more than 200 countries and territories with secure delivery to over 100 different communication devices. Everbridge serves 9 of the 10 largest U.S. cities, 8 of the 10 largest U.S.-based investment banks, all four of the largest global accounting firms, 25 of the 25 busiest North American airports, 6 of the 10 largest global consulting firms, 6 of the 10 largest global auto makers, 4 of the 10 largest U.S.-based health care providers and 4 of the 10 largest U.S.-based health insurers. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Lansing, Orlando, Beijing, London and Stockholm.

2 Overview of the CEM Platform and Applications

Platform Overview

Since inception, the Everbridge SaaS-based Critical Event Management Platform (the platform) was architected on a single code base to deliver multi-tenant capability and the speed, scale and resilience necessary to communicate globally when a serious event occurs. The Everbridge platform is designed to address both the emergency and operational components of a critical event and communications program. The Everbridge platform is capable of providing event collaboration and orchestration along with two-way communications and verified delivery in accordance with our customers' escalation policies. The platform has multi-modal communications reach, including redundant global SMS and voice delivery capabilities, and is designed to comply with local, technical and regulatory requirements.

The System is comprised of the following components:

- **Infrastructure:** The physical and hardware components of a system (facilities, equipment, and networks);
- **Software:** The programs and operating software of a system (systems, applications, and utilities);
- **Data:** The information used and supported by a system (transaction streams, files, databases, and tables);

- **People:** The personnel involved in the operation and use of a system (developers, operators, users, and managers); and
- **Procedures:** The automated and manual procedures involved in the operation of a system.

Infrastructure

To provide highly scalable and global solutions, Everbridge employs redundant, geographically diverse production implementations and built its platform infrastructure in multiple SOC 2-compliant data center facilities in North America and Europe. Within each data center, Everbridge utilizes a virtual private cloud architecture that allows us to enable “on-demand” capacity and performance. Everbridge’s virtual private cloud architecture enables its customers to select the location in which to store their contact data, allowing for compliance with local and international data privacy laws. The architecture also enables our platform to dynamically determine the best location from which to deliver critical event and communication management on behalf of our customers and solves many international communications delivery challenges by utilizing in-country or in-region telephony, messaging and data communication providers. The Everbridge infrastructure is continuously maintained and monitored by dedicated engineers based in fully redundant Global Operations Centers located in Los Angeles and Boston, United States.

Application Software

Everbridge’s Critical Event Management platform delivers reliable enterprise-ready applications that support the visualization, orchestration, communication and collaboration capabilities required to ensure operational resiliency to keep people safe and business running.

Our applications include:

- **Mass Notification** – a secure, scalable and reliable Mass Notification application which is Everbridge’s most established platform application and enables enterprises and governmental entities to send contextually aware notifications to individuals or groups to keep them informed before, during and after critical events. This application provides analytics, map-based targeting, flexible group management, distributed contact data, language localization, multiple options for contact data management and a globally-optimized approach to voice and SMS routing.
- **Incident Communications** – an incident management platform application that enables organizations to automate workflows and make their communications contextually relevant using drag and drop business rules to determine who should be contacted, how they should be contacted and what information is required. This application also supports cross-account collaboration and situational intelligence sharing during crises for corporations and communities.
- **IT Alerting** – an IT alerting application which enables IT professionals to alert and communicate with key members of their teams during an IT incident or outage, including during a cyber security breach. The application integrates with IT service management platforms and uses automatic escalation of alerts, on-call scheduling and mobile alerting to automate manual tasks and keep IT teams collaborating during an incident. This application also provides shift calendars with integrated on-call notifications to help users better

manage employee resources in order to get the right message to the right person at the right time through automated staffing.

- **Safety Connection** – with an increasingly mobile workforce, distributed teams and large campuses, this platform application helps businesses and organizations quickly locate and communicate with their people. Safety Connection aggregates geo-location data from multiple systems so that you can reach out to those who are potentially at risk (employees, contractors, visitors).
- **Visual Command Center** – this visualization and orchestration application of the platform helps organizations aggregate risk data and drive a coordinated response. The application serves as the backbone for the command centers of some of the largest organizations in the world, dynamically displaying threat intelligence and data related to business operations, continuity, security and the supply chain.
- **Care Converge** – is a comprehensive clinical communications platform application that helps healthcare organizations coordinate with clinical staff in seconds for all-hands clinical emergencies, as well as day-to-day communications such as shift coverage and patient transitions.
- **Community Engagement** – a community engagement application integrates emergency management and community outreach by providing local governments with a unified solution to connect residents to both their public safety department, public information resources, and neighbors via social media and mobile applications. This platform application creates a stronger and more engaged community improving the communication reach for emergency personnel, while providing residents with real-time emergency and community information, and allows residents to anonymously opt-in and provide tips.

Data

Everbridge customers can use the Everbridge CEM platform to visualize, orchestrate events and send notifications to recipients where the content of the notification or message is completely determined by the customer. For message recipients, the Everbridge platform stores and processes the contact data for each recipient. The recipient contact data may be classified as Personally Identifiable Information (PII). This information may include: first name, last name, address, phone numbers (home, work, mobile, etc.), email addresses, fax and pager numbers as well as contact attributes associated with communication preferences, language spoken, technical certifications, on-call status, etc.

People

Everbridge's operational functions are organized into the following departments:

- The SaaS Operations team includes site and database reliability engineers, service quality analysts, security engineers which collectively are responsible for maintaining the availability, confidentiality, and integrity of all information systems within the platform.

- The Network Operations Center (NOCs) teams includes systems engineers which monitor the Everbridge solutions for availability and performance on a 24x7x 365 bases from fully redundant NOCs located in Boston and Los Angeles.
- The Customer Technical Support team interfaces directly with customers during the on boarding and training process and addresses any and all issues quickly and with confidence to provide the outstanding customer service.
- The Software Development creates quality solutions that meet the business needs, maintain existing software components, support IT operations, and commit to continuous improvements.
- Quality Assurance utilizes several methodologies of testing to ensure the highest quality product is being delivered.
- The Product Management team is responsible for determining the strategy for the Product Portfolio based on the Everbridge organization's business goals as well as collecting and prioritizing system enhancements and discovered defects and defining requirements for approved projects.

Procedures

Everbridge's operational service procedures are based on the Information Technology Infrastructure Library (ITIL). These ITIL based procedures for service management are divided into procedures for the management of problems, incidents, service levels, availability, capacity, supplier, change/configuration, asset, and deployment.