



Everbridge Dramatically Increases a Government Agency's Ability to Communicate

An American government agency relies on Everbridge to enhance their communication, keep staff informed, and ensure business continuity during events. Whether it's a service being down or a weather emergency, this organization is confident that with Everbridge and Mass Notification deployed, they have the solution they need to ensure resilience.



What is your primary use case?

We use the solution when we want to get a message out to all of our staff or throughout the state. We use it to notify them of service unavailability and other issues, including emergencies such as power outages. When we have inclement weather, we use the solution to inform staff if they don't have to come into the office or if they need to take any precautions. We also use Urgent Desktop alerting by Everbridge; it's similar to Mass Notification and allows us to send alerts to company desktops.

How has Everbridge helped your organization?

The most significant benefit of using the solution is leveraging multiple ways to contact our staff; we can get to them by email, text, and phone to ensure the message gets through. Then there's the feedback loop to inform us that they successfully received the message. We noticed the benefits of using the product immediately. Regarding Everbridge contributing to our business goals and mission, it enhances our communication, helps us keep our staff informed, and serves as a tool for our continuity of operations plans.

The product dramatically increased our organization's mass notification capabilities, especially in our ability to verifiably contact. The platform has improved our productivity by making it easier to communicate through multiple methods and streamlining and providing accurate notifications around events.

What is most valuable?

The most valuable features are the ease of use and the ability to set up templates for similar events, which helps streamline and makes it faster to get the message out, especially during a crisis.

How long have you used the solution?

We have been using the solution for five years.

What do you think about the scalability of the solution?

The solution is scalable. We don't have plans to increase our usage, as we are already using it to the fullest extent.

Which solution did you use previously and why did you switch?

Everbridge Mass Notification is the first solution of this type we've used; we previously relied on email etc.



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Chief Information Officer,
Government Agency

How was the initial setup?

The initial deployment was straightforward and took about a month. A team of five was responsible for the implementation, and it doesn't require any maintenance on our end. We have the solution deployed state-wide and have approximately 500 total users.

What was your ROI?

The ROI is not quantifiable, but the solution provides the service we pay for and does it effectively.

What's my experience with pricing, setup cost, and licensing?

The product is fairly priced.

What other advice do you have?

The main pain point we experienced before using the solution was the difficulty in reaching out to staff in the way that was most effective for them. It was more challenging to get messages out and made us less effective overall. Using multiple products from the same vendor helps with potential integration and ease of use.

Having multiple Everbridge products affects the learning curve when implementing subsequent solutions, but we don't have any data on time saved because the integration is very new. The products are well integrated. Using Mass Notification and Urgent Desktop creates efficiencies.

I recommend Mass Notification; it's a great product, the implementation is easy, and it's effective. I rate the solution nine out of ten; there's always room for improvement.

Which deployment model are you using for this solution?

Public Cloud



This case study originated from PeerSpot. You can find the original review [here](#).



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About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) empowers enterprises and government organizations to anticipate, mitigate, respond to, and recover stronger from critical events. In today's unpredictable world, resilient organizations minimize impact to people and operations, absorb stress, and return to productivity faster when deploying critical event management (CEM) technology. Everbridge digitizes organizational resilience by combining intelligent automation with the industry's most comprehensive risk data to Keep People Safe and Organizations Running™.

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