



Everbridge Provides First Class Support to an Aircraft Manufacturer

Previously using multiple tools with multiple data bases to try and contact employees and having poor results, this aircraft manufacturer company found success with Everbridge Mass Notification and Visual Command Center. Now, admins can quickly use Everbridge to send notifications and keep people safe when a threat poses danger to employees, regardless of their location.



What is your primary use case?

We use Everbridge for various emergencies where we must rapidly notify everyone at a location simultaneously. For example, we once had multiple tornadoes touch down close to one of our sites, so we sent notifications to that site.

The company notified the 200 employees working at that location, asking them if they needed any help or if their homes were affected. We quickly got responses back from some people who had damage to their homes, and we assisted them.

How has Everbridge helped your organization?

Everbridge is an improvement over our previous tool, which was harder to use and took much longer to send notifications. It also had limits on the messaging options for each person. We get more responses because we can quickly send messages to more modalities. We're reaching more people a lot faster than we used to.

I work in security for an aircraft manufacturer, so our mission is to ensure employee safety. With Everbridge, our primary goal is communicating information as quickly as possible to our employees to guarantee their safety. Everbridge has significantly contributed to that objective. We've reduced the lag time between sending notifications out and reduced nonresponse.

Everbridge reduced the time it takes to send a mass notification by about 15 minutes. It isn't a considerable amount, but it can make a difference when there's a potential risk to life safety.



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Security Professional
Aircraft Manufacturer

What's most valuable about Everbridge?

I like how Everbridge can deliver notifications in multiple modes simultaneously. We can set up several emails and phone numbers for each employee so that they can receive information in as many different ways as possible.

We also use Everbridge Visual Command Center, integrated with Mass Notification. Using two products from the same vendor is ideal because if we used solutions from two separate companies, we would have to build our user database twice. Once we got one tool set up, transferring the information to the other tool was seamless. It's easy and accurate. There are no discrepancies between the two tools.

We had a different tool before Visual Command Center. It was still getting support, but it was much older. It couldn't handle large amounts of data without slowing down a lot. VCC is a much more modern tool. Things load a lot more quickly, and you don't need to spend as much time waiting for the tool to respond.

How long have you used the solution?

We have used Everbridge Mass Notification for about a year.

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

We had two different tools. Our previous tools had limitations on the amount of data they could handle. We could only put in one phone number or modality for each employee. The employee had to have their cell phone on them to receive the notification.

They also required us to make updates ourselves, so there was no way we could get buy-in from the employees. I think they had some limited capability at some point toward the end, where users could go in and update their own profiles. However, it was a separate profile that they didn't have to use. Everbridge is connected to the employee profile on Workday that they set up when they're hired. Employees use their Workday profiles constantly, so they're more likely to keep them updated when we ask them to.

The most significant pain point with our previous tool was keeping all the data current, and the modalities were limited. Another tool we had was a desktop mass notification tool. It was site-based, so we had no way to contact people who were working remotely. In many cases, the emergencies affected entire areas, so they might be affected if they worked remotely in the impacted city. Everbridge filled that gap, allowing us to reach out to virtual employees and get them to participate and update their data.

What is your ROI?

We realized benefits immediately in terms of adding more modalities for each person, but it took a while to implement the system.

How would you rate Everbridge?

I rate Everbridge Mass Notification a ten out of ten.



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



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™.

For more information, visit Everbridge.com, read the company [blog](#), and follow us on [LinkedIn](#) and [Twitter](#).

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