



# Bank of Hawaii


Bank of Hawaii provides varied financial services to businesses, consumers, and governments in Hawaii, American Samoa, and the Pacific Islands. They have 2,500 employees in more than 140 offices and consistently ranks among the top banks in the United States.

## Challenges

With 2,500 employees in more than 140 offices throughout the Pacific, Bank of Hawaii recognized the need for automation in its critical communication plans.

## Solutions

Everbridge has helped Bank of Hawaii improve its communication flow and provides significant time savings, more accurate and consistent messages, and much better visibility into who is getting and confirming messages.



“During the H1N1 flu outbreak, we used the Everbridge system daily to keep executive management current on the international situation and to keep them apprised of the implementation of applicable sections of our corporate pandemic plan.”

**Raymond Trombley**  
Bank of Hawaii



# Q&A with Raymond Trombley and Scott Sugai of Bank of Hawaii

## How did Everbridge help Bank of Hawaii prepare for the H1N1 pandemic?

When cases of H1N1 flu (swine flu) infections started flooding in from around the world, we closely monitored the event and proactively provided internal updates. The team used the Everbridge system daily to keep executive management current on the national and international H1N1 flu situation and to keep them apprised of the implementation of applicable sections of the bank's corporate pandemic plan.

We encapsulated reports from CNN, the Centers for Disease Control and Prevention (CDC), and the Department of Homeland Security (DHS) to give executives a clear picture of what was happening and provide reassurance that the business continuity team was prepared for quick, informed action if needed. We also used email attachment capabilities extensively to include images of the situation unfolding.

## Why is Everbridge valuable for critical communication during natural disasters?

We've leveraged the Everbridge system on numerous occasions that required time-sensitive communications, such as flash flood warnings and watches. During 2008, the team tracked and reported the progress of five hurricanes to executive management and business unit leaders via Everbridge. Although none of these storms made landfall where the bank operated, we used the Everbridge system extensively, sending numerous reports for each event, including twice daily status updates.

## How does Bank of Hawaii use Everbridge daily?

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