



# West Bengal moves from disaster management to disaster preparedness

The aim of the West Bengal State Disaster Management Department is to establish necessary systems, structures, programs, resources, capabilities, and guiding principles for reducing risks, as well as preparing for and responding to disasters and threats in the state of West Bengal. The ultimate goal is to save lives and property, avoid disruption of economic activity, prevent damage to the environment, and ensure the continuity and sustainability of development.

## Highlights

- Moved to digital disaster management from time-consuming, paper-based plans strengthening preparedness and resilience.
- Enhanced geolocation and contact details enabled faster response.
- Transitioned from working in separate silos to working collaboratively and cohesively.



# Challenges

Before implementing Previsstar, an Everbridge solution, West Bengal used paper-based plans that needed to be manually updated and maintained. The plans were static, time-consuming to operationalize, and far from optimal in a disaster. The number of agencies involved and the complexity of managing available resources, such as hospital beds, tents, and emergency food packs, was a huge undertaking that required daily management.

Additionally, different departments were working in silos when disaster struck. It was difficult to get everyone to come together in real time, leading to inefficient management of disasters and increased impact.

West Bengal needed to digitize its operations to improve efficiency and effectiveness. The digitalization of all parts of state administration was a driving force in this project. The case for digitalization was especially strong in the Disaster Management Department as their activities help to save lives and livelihoods across the state in the event of any type of incident. Also, the number of disasters was increasing, and new threats were being considered and planned for, such as chemical and biological incidents.

# Solution

To meet the complex requirements of disaster preparedness in West Bengal, the Disaster Management Department (DMD) chose to partner with Everbridge and implement the Previsstar Continual Preparedness System—a solution for incident management that is trusted by disaster management agencies across the world.



“Thanks to Everbridge, Previsstar helped us collect important incident, event, and damage assessment data during a time of heavy rainfall and subsequent flooding in West Bengal. These data points are invaluable for preparing West Bengal for future incidents. We appreciate our relationship with the Everbridge team and the solution for helping us become more resilient against disasters.”

**JOINT SECRETARY**

Department of Disaster Management,  
Government of West Bengal

The Previstar Continual Preparedness System (CPS) is comprised of multiple modules like Plan Manager, Resource Manager, and Incident Manager, which can function individually or cohesively across the incident life cycle.

Once implemented, the Continual Preparedness System enabled West Bengal to digitize their paper-based plans into a single digital platform. CPS provides decision support to all district and state emergency operation centers for any type of incident, large or small. CPS helps ensure preparedness at each stage of the management as per Ministry of Home Affairs guidelines:

- Planning
- Response
- Notification
- Decision support
- Automation of calamity assessment

During Cyclone Amphan, a huge number of trees were uprooted and caused damage to houses, businesses, and roads. The state needed to locate tree cutters with the right skills and equipment to help remove fallen trees.

Prior to implementing Previstar CPS, this would have been a very difficult and time-consuming activity, as most people had left the cities and gone back to their villages to be with family at this critical time. Fortunately, CPS helped locate tree cutters using geolocation and contact details. The use of CPS helped to clear roads faster, so vital supplies could be transported to the worst hit regions, helping to save lives and livelihoods.

## Results

The Previstar Continual Preparedness System, an Everbridge solution, enabled the Disaster Management Department of West Bengal to realize their vision of creating a comprehensive incident management platform that puts their plans into action, tracks activities, and brings multiple agencies together using one collaborative platform. This has resulted in highly effective disaster management and the continued safety of millions of people living in this region.



# About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) is a global software company that provides enterprise software applications that automate and accelerate organizations' operational response to critical events in order to Keep People Safe and Organizations Running™.

Everbridge serves 8 of the 10 largest U.S. cities, 9 of the 10 largest U.S.-based investment banks, 47 of the 50 busiest North American airports, and 9 of the 10 largest U.S.-based health care providers. Everbridge is based in Boston with additional offices in 25 cities around the globe.

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