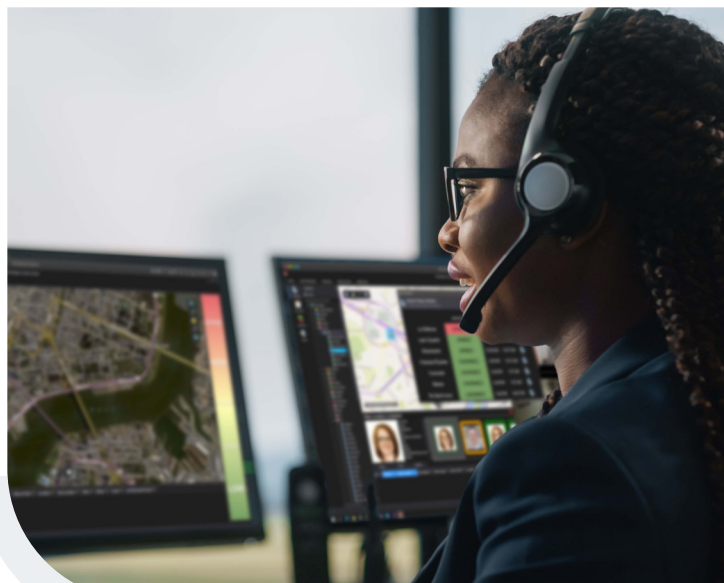




SAGA emergency & incident management system

Accelerate emergency response with enhanced situational awareness, coordination, and communication capabilities



Emergency & incident response challenges

Every day, Emergency Call Centers (ECC) and Public Safety Answering Points (PSAP) handle hundreds of emergency calls. For each call, operators must document, triage, prioritize, escalate, and route appropriately so first responders and equipment can be mobilized and dispatched in the most efficient way. Those responsible for coordinating life-saving assistance are often met with barriers such as:

Information overload

Identifying relevant information from a flood of data streams and potentially contradictory messaging can be highly time consuming.

Lack of situational awareness

Little or incorrect on-the-ground knowledge can lead to inappropriate dispatching of resources.

Lack of interoperability

Shifting between disparate technologies can confuse and overwhelm operators when time is of the essence.

Low levels of location accuracy

Inaccurate incident and/or responder location information can lead to further delays in response.

Inefficient communication

Incident response efforts can quickly become chaotic and ineffective without proper bi-directional communication.

These challenges lead to delayed response which increases potential impact to citizens, responders, communities, and infrastructure. Additionally, as the number of incidents rise, so does the volume of emergency calls. These increases make efficient and effective remediation even more difficult.

Introducing an end-to-end emergency and incident management system can significantly help emergency and public safety authorities streamline their response process to provide the right assistance, in the right place, at the right time.

Efficient and Effective Incident Response with Everbridge SAGA

Everbridge SAGA is used by PSAPs, Emergency Call Centers, police departments, fire stations, Emergency Medical Services, security departments at universities and airports, and transportation hubs to manage emergencies, incidents, and crises with end-to-end public safety and first responder intervention capabilities:

- **Know earlier** — Receive emergency calls, manage priorities, triage, then escalate as necessary.
- **Act faster** — Use a CAD system to collect detailed caller information for expedited, tailored emergency responses (112, 911...).
- **Mobilize instantly** — Immediately identify the best available responder resources.
- **Track progress** — Visually monitor incident activities in real-time.
- **Collaborate effectively** — Integrate with telephony, radio systems, CCTV cameras, GIS, and resource management systems for efficient and timely coordination.
- **Inform stakeholders** — Keep everyone updated and collaborate between agencies via a single platform. Enable bidirectional sharing of voice, video, and data.
- **Improve performance** — Become more efficient and effective over time with actionable performance reports and informative dashboards.



The flexibility within SAGA's architecture supports on-premises, customer-hosted, or Software as a Service (SaaS) deployments. SAGA enables organizations to effectively handle emergencies by enhancing situational awareness, collaboration, and coordination of resources to accelerate decision making and response times. SAGA provides the following capabilities:

- **Emergency call handling and management** — Emergency call centers and PSAPs can benefit from a call-taking platform with AML integration that enables data collection, and complete management of triage, escalation, dispatch, and mobilization.
- **Full CAD capabilities** — Benefit from dispatch, mobilization, tracking, and analysis capabilities that optimize the management of call-taking as well as human and physical resources.
- **Multi-agency collaboration and engagement** — Quickly activate incident response plans and efficiently collaborate across multiple agencies and jurisdictions.
- **Intelligent resource management and mobilization** — Optimize resource allocation based on location, training, equipment, and other critical factors.
- **Visual situational awareness** — Visualize and share incident insights using advanced reporting capabilities.
- **Reporting and performance analysis** — Optimize call center activities and productivity.

Your trusted partner

For more than 20 years, Everbridge has been a world leader in Public Safety and Population Alerting, helping public authorities keep people safe. Everbridge SAGA is trusted by some incredible organizations, including the National Gendarmerie in France, Dubai Police, and Lausanne Police to manage both everyday incidents and major critical events.



[Get in touch](#) to learn about Everbridge, empowering resilience.





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](https://everbridge.com), read the company [blog](#), and follow us on [LinkedIn](#) and [Twitter](#).