



Healthcare company uses Everbridge Mass Notification to send critical alerts

What is your primary use case?

Anytime there is a major event—outages, weather situations, or things of that nature—we use Everbridge Mass Notification.



“Everbridge gets information out more quickly, to more people at one time, better than any other platform.”

IT Applications Specialist
Healthcare Company with
1,001-5,000 employees



How has Everbridge helped your organization?

More people are in the know, especially when we have dangerous situations going on. Hospitalwide, people know about them. We have different facilities, and this is a good communication tool to get information out. It gets to more people at one time, more quickly than any other platform. If the health system I work for did not utilize Everbridge, we would risk not getting critical alerts out to the right people as quickly as possible. People wouldn't know if they're walking into a dangerous situation or if there are downtime procedures that they might need to utilize. It has affected productivity in a good way and has saved us time. We typically have certain distribution lists, via email, and those notifications are not going to reach everyone at the same time.

Instead of having to email certain groups of people, taking the time to type things up, you can just send an automated message out, either to certain groups or hospital-wide. Having to send messages out manually by email takes time and energy. It's easier to send out mass communication to everyone that a message needs to go to, and has tailored solutions to address them.

What is most valuable about your use of the platform?

It can be utilized in several different ways. Users can be reached at several numbers, and the system can send SMS messages to all those numbers at once; it's a much better way to get those communications out to people. The system can also call and leave a message, letting a user know what's going on. I like the fact that it leaves automated messages about the problem or situation. That capability is valuable because people now tend to keep their phones with them, more so than anything else. They're more prone to listen to or see an alert coming through their telephone rather than via email.

For how long has your organization used Everbridge?

We have been using Everbridge for over six years.

How are customer service and support?

I haven't had any problems with the technical support.

How would you rate customer service and support?

Positive

What was your ROI?

I can't speak about ROI in monetary terms, but when an alert goes out saying that "XYZ" is going to happen today, or is about to happen, or is happening, it gets people ready to do what they need to do.

They'll know what their workflow is going to be, and in some cases, ahead of time. That way, they aren't just thrown into something. The staff or the health system will be aware that something is going on so that they can prepare for it.

What other advice do you have?

Everbridge gets the job done and that's why we've kept it. It just does what it needs to do as far as alerting people quickly. Especially in our department, if we have major or critical downtimes, Everbridge is how our health system is alerted. There are people who rarely check their emails, and this is the tool that gets the job done when it comes to communication.

It's preferable to use multiple products from the same vendor because there are cost savings involved when you do that. It's better to have one line for support instead of having to reach out to three different vendors. It's ideal to utilize one vendor for everything if the solutions work. Everbridge also created efficiencies at the time because we could go to the administrative dashboard if someone had an issue with passwords or needed a reset. There was just one dashboard and we could choose what we needed to do or where we wanted to go.



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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