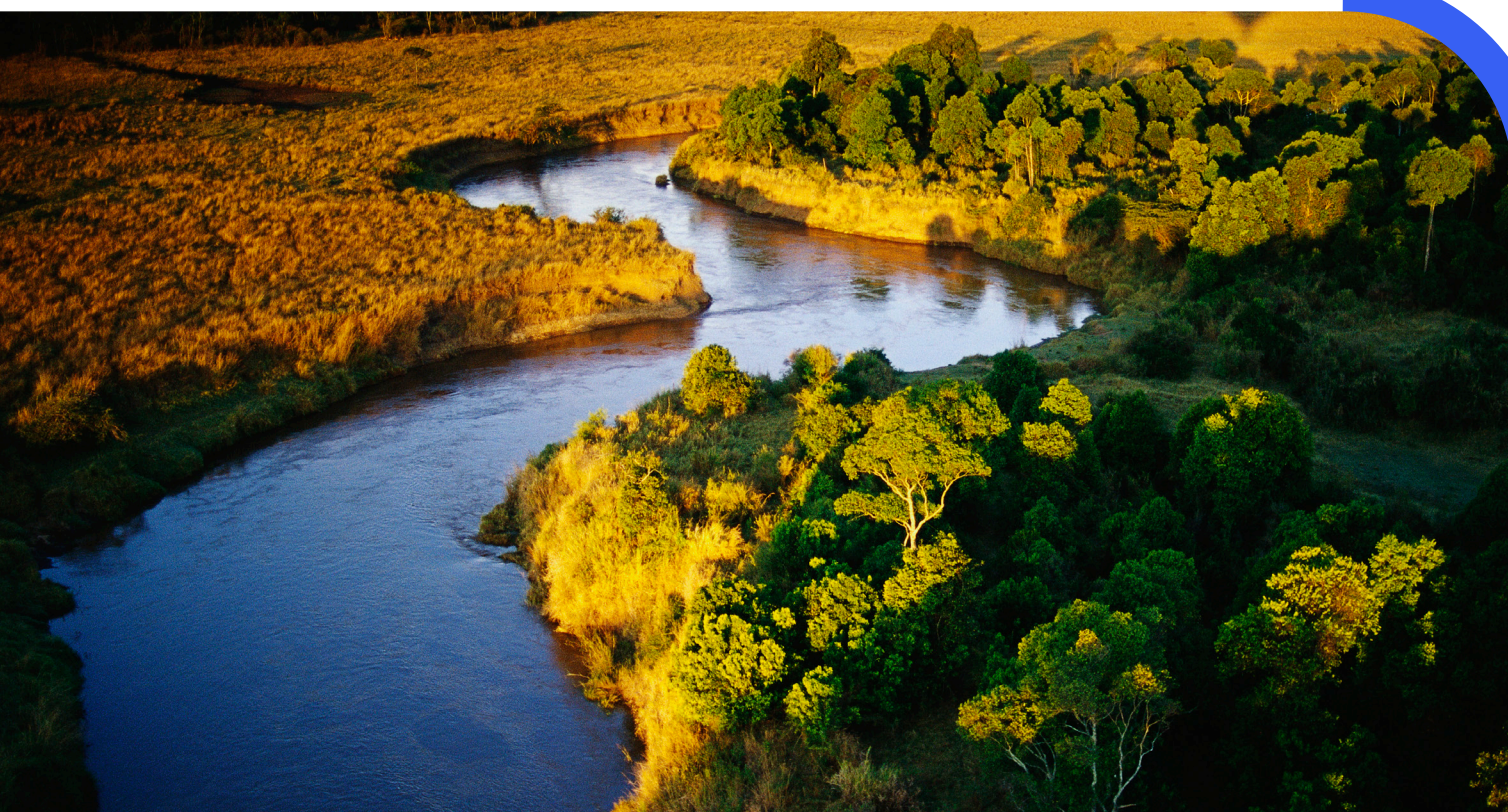




Coordinating a life-saving flood evacuation in Kenya

In May 2024, Kenya experienced some of the worst flooding in its history, displacing thousands and crippling infrastructure across the country. Among the most affected regions was the Maasai Mara, a globally recognized wildlife tourism destination. Severe flooding left entire communities and tourists stranded, with one group of three travelers trapped on top of a water tower at a remote bush camp.

To support the emergency response situation, Everbridge rapidly deployed our emergency response team to coordinate a high-risk evacuation under extreme conditions.



Challenges

The Kenya flood crisis created urgent, life-threatening risks for people in isolated locations. Specific challenges included:

Impassable roads: Floodwaters destroyed road infrastructure, cutting off ground access to many remote areas and making conventional evacuations impossible.

Limited communication: Remote locations meant communication was inconsistent or delayed, complicating coordination and situational awareness.

Time-sensitive danger: With water levels rising and limited time to act, the stranded individuals faced a rapidly deteriorating situation requiring immediate intervention.



Solutions

The Everbridge Security Operations Team, supported by our local security partner, orchestrated a fast and effective evacuation under intense pressure.

Real-time threat visibility

The team received an urgent alert at 02:30 hrs on May 1st. Within 30 minutes, they assessed the scenario, identified the only viable evacuation method, helicopter transport, and began mobilizing resources.

Coordinated response execution

By 08:45 hrs, a helicopter was secured. Everbridge established a real-time communications group connecting the travelers, the client's internal security team, local responders, and the Everbridge operations center. This ensured continuous updates, location tracking, and situational assessments throughout the mission.

Streamlined crisis management

The Everbridge team managed logistics, documentation, and stakeholder coordination seamlessly. Approval was secured by 12:30 hrs, and the helicopter was en route by 13:40 hrs. At 15:15 hrs, the travelers were rescued and safely transported to Nairobi by 16:10 hrs, completing the operation within a remarkable 12-hour window.



Impacts and benefits

The Everbridge response to the Kenya floods illustrates the adaptability and effectiveness of our solutions under pressure. Key benefits included:

Accelerated life-saving response: A complete evacuation was executed in under 12 hours, from alert to safe arrival, despite remote terrain and damaged infrastructure.

Enhanced situational awareness: Real-time communication and location tracking enabled precise coordination and minimal delays.

Scalable crisis support: Beyond the initial three travelers, Everbridge coordinated support for an additional 30 individuals, arranging their safe transport and evacuation.

Strengthened partner collaboration: Integration with a trusted local partner ensured regional expertise and rapid deployment of on-the-ground resources.

Why this matters

This operation highlights the ability of the Everbridge team to deliver rapid, coordinated responses during unpredictable, high-stakes emergencies. Whether it's rescuing travelers in a natural disaster or protecting employees across a global enterprise, Everbridge ensures the right people, processes, and technologies are in place, when every second counts.

Everbridge delivers a business resilience advantage with High Velocity CEM™, powered by Purpose-built AI and decision-ready intelligence to accelerate response, reduce downtime, and protect what matters most.
Request a demo at everbridge.com/demo or call +1 (888) 366-4911.

