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Ashley Stearn
CLS Group

OVERVIEW

CLS operates the largest multicurrency cash settlement system in the foreign exchange (FX) market. Launched in 2002 and owned by the world’s leading financial institutions, the organisation operates globally and offers settlement services for 18 currencies. On average, CLS settles USD 5 trillion of payment instructions every day for its clients.

PROBLEM

CLS was looking for a communications platform that could help streamline its business continuity and IT incident management practices. The organisation was looking to move away from its previous linear notification approach to a more intuitive platform; one that could facilitate quick and secure multi-modal communication and allowed targeted messages to be sent to both management and employees in the event of a major incident.

SOLUTION

After extensive research CLS chose to implement Everbridge’s mass notification and IT incident management tools to provide it with a multifunctional communications platform that could send notifications to high numbers of people and devices in an efficient and reliable way. Everbridge’s platform ensures that in the event of an incident, there is no delay in informing employees and management of the situation and deploying resources to resolve it

WHAT ARE THE KEY BENEFITS OF USING THE EVERBRIDGE PLATFORM?

Ashley: We have found the Everbridge platform to be an intuitive and flexible communications tool. Its mass notification system enables the organisation to send out critical notifications to relevant groups and individuals via more than 100 communication channels and devices, ensuring that the right messages get through to the right people at the right time.

The platform has ensured that the lines of communication between management and staff remain open in the event of an incident, even during out-of-office hours and while employees are travelling between locations.

Peter: From an IT perspective, the Everbridge solution has provided us with more benefits than we had expected. In the event of a major outage, we can use the system's escalation function to send targeted notifications to engineers who can resolve the issue. The main advantage of using the Everbridge platform is that once a notification has gone out, the system continues to use different contact paths until a notification is acknowledged. Having a multimodal tool of this nature ensures that when an issue does occur, our IT systems face minimal downtime.

HOW DID YOU FIND THE DEPLOYMENT PROCESS?

Ashley: Adopting the Everbridge platform into our business continuity and IT practices was easy and seamless. Having core members of the Everbridge team to guide us through every step of the process was really helpful and meant that training our staff to use the platform was straightforward and time-efficient.

Peter: Once we had the core platform in place, we were able to quickly implement Everbridge into our IT response

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

processes and began using it within a week. Prior to this, a simple text/one-way SMS solution that linked into our services management system had been used. Now we have a multi-functional tool that can escalate incidents based on our on-call rotas. Everbridge is now a key part of our IT alerting system and enables us to target the notifications we send out and reduce the time it takes to resolve major issues.

WHAT SORT OF FEEDBACK HAVE YOU HAD FROM USERS?

Ashley: The feedback from all those involved has been positive. Now that employees receive targeted notifications and contextual alerts relevant to their role it means the organisation has much clearer visibility of an incident and can respond more effectively.

The platform's polling feature was also well received by our employees who found that by using Everbridge's secure, two-way messaging function, they were able to handle and resolve incidents much quicker than in the past.

HOW WILL THE EVERBRIDGE PLATFORM BE USED IN THE FUTURE?

Ashley: Going forward we are looking to develop and expand the use of the Everbridge platform throughout our organisation. As a company that has employees operating in various countries around the world, we are particularly keen to explore the platform's location-mapping capability to ensure we have up-to-date employee location information and can protect our travelling workforce in the event of an emergency.

Further use of the wealth of data that the Everbridge platform provides will mean that our business continuity practices continue to improve and the organisational impact of incidents such as building closures or IT outages will be minimised.