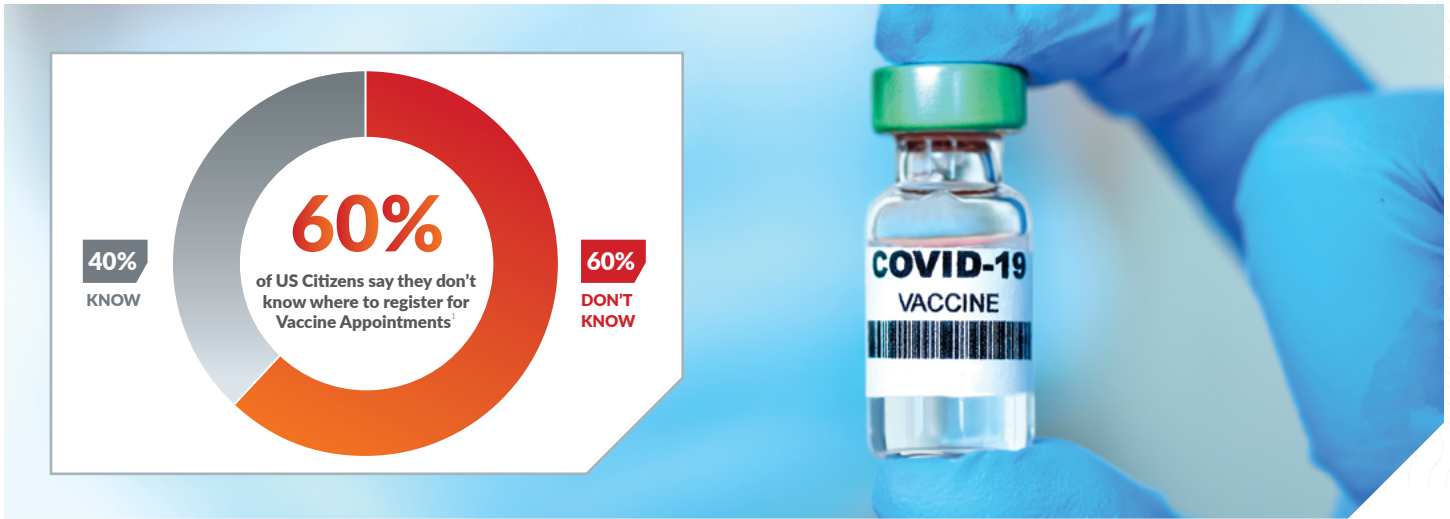


Everbridge COVID-19 Shield Vaccination Registration Appointment and Knowledge Management Solution



Vaccination Challenges

We all see the light! We now have 3 FDA approved COVID-19 vaccines available, and more potential options in development and review. Many US constituents are eager to get vaccinated and all constituents are open the possibility of a return to normalcy. Despite the shared desire for a return to normal life, there is also still a great deal of confusion. Residents are asking:

- + When am I eligible?
- + Where do I go?
- + Can I register in advance?
- + Or do I have to wait outside all night?

Despite this renewed hope amongst the general public, major logistical challenges remain present so long as state and federal government leaders are reliant on technologies that were not designed specifically to meet this critical scenario. Everbridge COVID-19 Shield Vaccination Registration, Appointment and Knowledge Management Solution was designed to enable:

1. Communication with constituents
2. Automation to manage the vaccine appointment management process
3. Access to powerful data about the progress of vaccination
4. The ability to rapidly address disruptions in vaccinations

Everbridge Vaccine Registration and Scheduling Solution

Everbridge provides a suite of COVID-19 Shield solutions, one of which is designed specifically for Vaccine Registration and Scheduling. Everbridge leverages a scalable platform to manage vaccination distribution by orchestrating an automated scheduling process based on vaccine availability. This experience can be automated to the needs of the government jurisdictions.

This technology is specifically designed to empower federal, state and local governments to answer the following questions:

- + How do we reach our population?
- + How do we ensure people who are eligible get the vaccine?
- + How do we make sure constituents return for their second dose?
- + How do we understand the metrics and statistics of our vaccination process?

1. <https://www.cnn.com/2021/01/22/health/americans-no-info-where-when-vaccine/index.html>

Easy for Constituents. Automated for Federal, State and Local Agencies

Leveraging the latest technological innovations, this system is designed to bring constituents through the entire process by keeping them informed with general information, alerting them when they may be eligible, registering and scheduling both their first and second dose (as required).

+ Constituents receive regular updates on the status vaccine state and local vaccine strategy, when phases are expected and any changes that may occur. Constituents can opt in for more detailed updates and access a central portal for information.

Constituent Response	Automated Guidance
1. Yes, I am interested in being vaccinated once available.	Directs constituent to register for the vaccine
2. No, I have no intentions of being vaccinated.	Directs constituent to information regarding why vaccination is critical
3. I still need more information before I decide.	Directs constituent to additional information supporting an informed decision

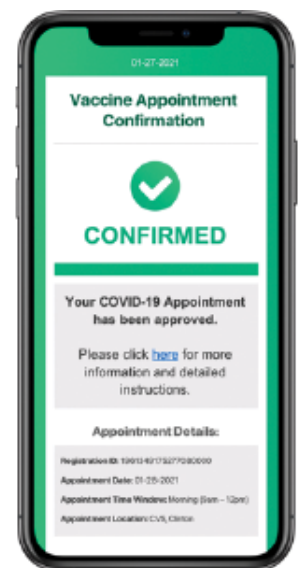
+ Constituents register for receiving the vaccine by creating an account with a username and password in a customized portal. Federal/state/local authorities may request information such as name, DOB, health conditions and other information. The constituent identifies preferred locations, preferred appointment availability window including days of the week and times of the day.

+ Constituents receive vaccine availability and confirmation alerts when the agency has scheduled the constituent for their vaccine appointment. Alerts can be sent out by mobile app, voice, email, SMS and TTY (if applicable). Constituent confirms their appointment and they are officially scheduled.

+ Constituents receive a notification to determine interest in being vaccinated. In order to reach the widest audience possible to optimize vaccination, state and local agencies are able to leverage the Everbridge life safety database of over 250 million business and residential landline, VoIP and Wireless phone numbers. The notification enables citizens to identify their level of interest in being vaccinated once available in their area, with three possible responses. Based on the constituent response, the system will guide them accordingly.

+ Constituents receive vaccine availability and confirmation alert for 2nd dose This is the same process as the first dose.

+ Constituents receive reminder alert 4 days prior to 2nd dose ensuring constituents do not miss this important second step.

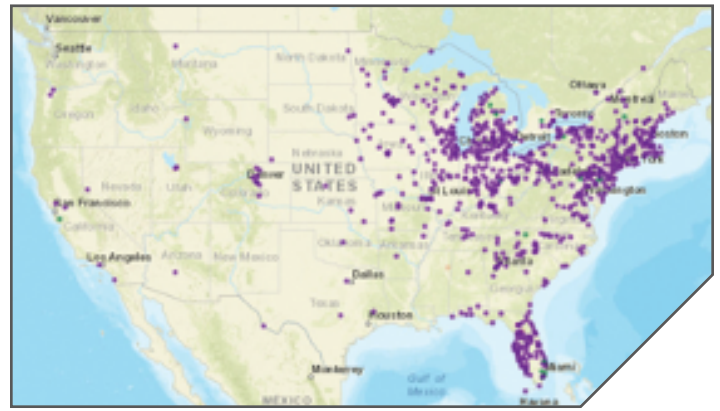


Benefits for State and Local Agencies

- + Prevents overscheduling to avoid constituent disappointment. With Everbridge the local governing agency sets an “availability limit” in the system to prevent overscheduling. This provides proper expectation setting and optimal efficiency for both health care workers and constituents receiving the vaccines, avoiding wasted time, unnecessary long lines and traffic jams.
- + Provides up to date metrics regarding the status of vaccinations across the state or local entity, including who has received 1st dose, 2nd dose, and who is scheduled for upcoming availability. Agency will understand positive progress as well as what efforts are required to overcome disinformation for those not intending to receive the vaccine. In addition to reporting, agencies will also have access to a visual representation of vaccine adoption.
- + Enables efficient communication to constituents to keep everyone up to date if there are disruptions due to supply issues, natural disasters, etc...
- + Build constituent confidence by informing and guiding everyone through the vaccination process, despite some uncertainties that may evolve in the vaccination landscape.
- + Leverage a scalable, secure platform Everbridge’s track record in public safety serving over 200 territories, SaaS based platform delivering 5B messages in 2020, and security certified for FedRAMP, ISO 27001 & 27701.

Everbridge Vaccine Registration and Scheduling Solution for National Adoption

Across the United States there are many challenges facing the national adoption efforts. Every state and territory has unique needs – different demographics, population densities, urban vs. rural areas, etc... each of these are governed differently with each agency working hard to meet the needs of their different constituents. Everbridge can help the national effort with the following benefits:



- + Provide balance between the requirements of local entities and national distribution efforts. Everbridge will enable each state or local entity to operate their own phased scheduling processes based on their unique needs. They will have their own branded portal and have access to their local metrics. The federal government will be able to view cross-entity aggregate data and metrics and provide guardrails for consistency in reporting.
- + Provide metrics and insights from a national/ federal perspective to enable a consistent view of total vaccinations delivered, those waiting a second dose, areas of concern where vaccination progress is slow, etc...
- + Refine distribution process to local entities based on local progress enabling the government to optimize vaccination numbers, provide additional support to local entities that may be underserved, etc...
- + Provide national transparency as promised by the administration with consistency in metrics and perspective, it will be easier to deliver regular metrics to state and local agencies and the broader public.
- + Leverage a proven scalable, secure platform. Everbridge’s track record in public safety serving over 200 territories and 7 countries is unsurpassed in the industry. In addition to technical innovation, Everbridge has a comprehensive team ready to implement, support and serve large scale national deployments.