

Fuel Distributor Overcomes IT Outage Challenges with Everbridge



IT outages made it difficult for a New Zealand fuel distributor to reach stakeholders in a timely matter, leading to an increase in helpdesk tickets and downtime.

This organization began using Everbridge SnapComms Engage to streamline internal communications and reduce the number of helpdesk tickets created during an IT outage, allowing technology teams and internal comms to communicate to service stations in under 30 seconds.

Challenges

A New Zealand fuel distributor, with branded service stations, was struggling to communicate to key stakeholders and keep up with the number of helpdesk tickets created during an IT outage. Without a strong or consistent form of communication, technology teams and internal comms struggled in reaching service stations with solutions or updates on the outage.

Solution

This organization selected Everbridge SnapComms Engage to help them enable desktop notifications in combination with SMS text messaging from a single platform, empowering technology teams and internal comms to quickly and easily communicate with service stations in under 30 seconds. With Everbridge, they were able to improve communications with stakeholders and reduce the number of helpdesk tickets spawned during an IT outage while also saving an estimated \$50k in development costs.

PROJECT HIGHLIGHTS

- + Saved estimated \$50k in internal development costs due to customized alerting to the POS systems with speed.
- + Increased staff engagement by 50% with the use of surveys and quizzes.
- + Ability to more easily identify problems and create solutions through the Everbridge platform led to over 20+ hours and substantial cost saved throughout annual security audits.



Let's Chat

Would you like to know more about **Critical Event Management**? Request a demo at [Everbridge.com](https://www.everbridge.com).