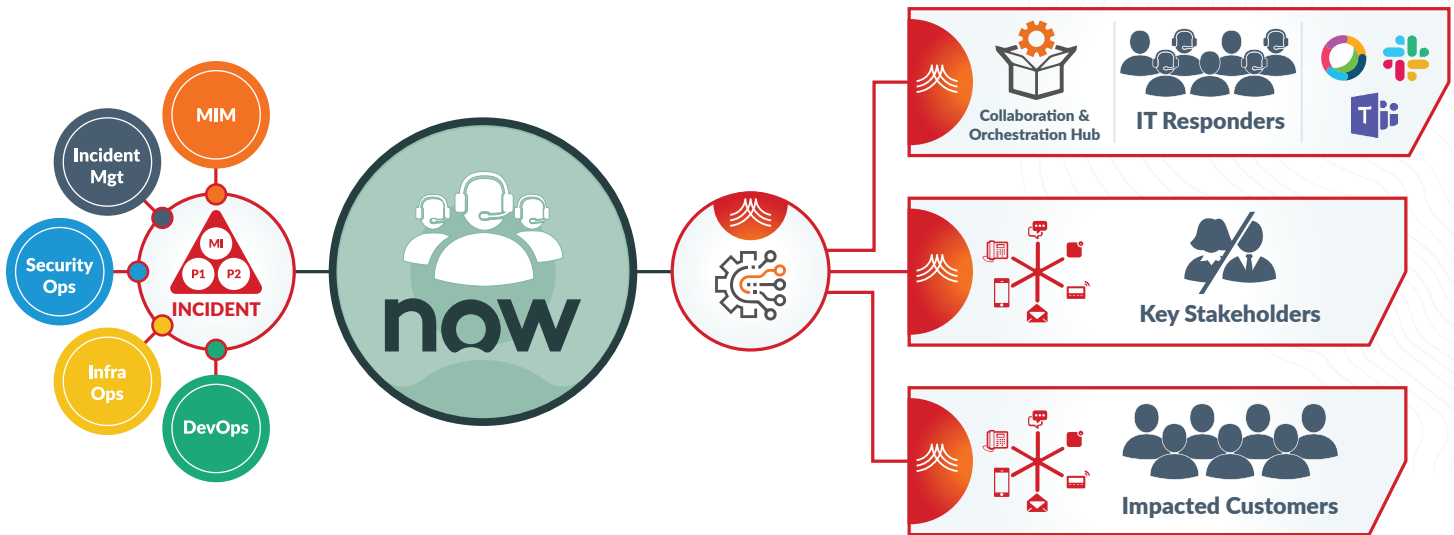


Everbridge Enterprise Incident Response for ServiceNow

servicenow



Everbridge End-to-End Enterprise Incident Response for ServiceNow™

Minimize Downtime, Accelerate Resolution, and Protect Customer Satisfaction

Resolve incidents more quickly directly from ServiceNow™. Tap into the leading Enterprise Incident Response platform to help to meet your OLA/SLAs with every incident.

The Everbridge solution automates the communications, collaboration and orchestration when IT incidents need to be resolved in a timely manner. It provides centralized on-call schedule management, escalation, multi-modality targeted notifications, workflow automation. Other features include the ability to launch and manage conference bridges and ChatOps channels.

No more wasted time looking through call trees and paper schedules but spend more quality time on orchestrating the resolution of incidents with Everbridge IT Alerting.

WHY INCIDENT RESPONSE AUTOMATION?

- + Turn ServiceNow™ into an end-to-end incident management and response platform and resolve incidents faster, every time.
- + Slash the time it takes to identify the right IT Responders, Key stakeholders and Impacted customers.
- + Quickly rally the team(s) of IT Responders anywhere at any time on any device.
- + Automatically trigger corrective actions.
- + Keep stakeholders informed during the incident.
- + Proactively communicate with the impacted customers.

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A SINGLE PANE OF VIEW FOR INCIDENT MANAGEMENT AND INCIDENT RESPONSE - ALL FROM WITHIN SERVICENOW

Multi-Modal Notifications

Notification recipients will be reached through multiple modalities such as email, push notification, SMS text and voice in more than 200 countries and territories.

True Scalability and Global Reach

Built to deliver millions of messages around the world at the same time, the Everbridge platform is tested daily and trusted by the most demanding Federal, State, Military, Healthcare and corporate customers.

One-Click Engagement

Invite participants to “war room” conference calls or create ChatOps channels which they’ll join in “one-click”, pin-less.

Easy To Use Message Templates

No need to code template – use ‘drag and drop’ conditional logic and tokens to build flexible, reusable templates.

On-Call Scheduling

Centralized on-call schedule management allows each time to manage their rotas and shifts. Individual and team on-call calendars are published and available from the mobile application at any time and changes can be made from it.

Simple To Configure

The integration with ServiceNow™ is completely self-configurable.

Automatic Assignment and Escalation

Assign users based on their response and track it in the ServiceNow™ Incident “Assigned To” section. If nobody responds, automatically escalate to individuals, groups or on-call resource based on customizable and self-configurable rules.

Detailed Performance Reports

All Everbridge notification details and delivery details are available for reporting. ServiceNow™ users know what incidents were launched from Everbridge and what delivery paths were used to reach contacts. Users can also see who responded through which delivery paths at what time.

Scalable, Reliable and Secure

The Everbridge platform provides 99.9% uptime and is available from all geographies. Everbridge is committed to using state of the art security and compliance technologies to safeguard its data.



Let's Chat

Visit www.ITalerting.com and request a demo today.

ABOUT EVERBRIDGE

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety software applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running. Everbridge is based in Boston and Los Angeles with additional offices in Lansing, San Francisco, Beijing, Kolkata, London, Oslo, Singapore, and Stockholm.



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