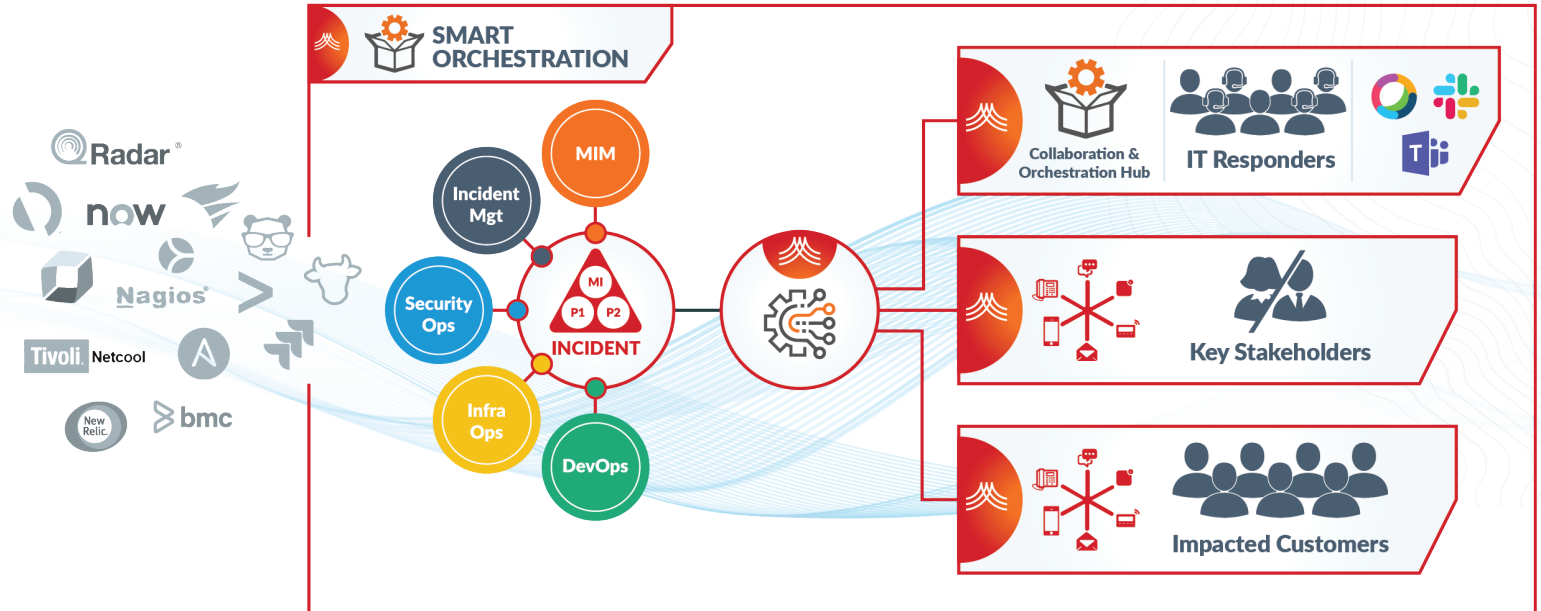


# Everbridge IT Alerting

## Enterprise Incident Response Solution



### Minimize Business Downtime and Accelerate Incident Resolution by Automating Communications, Collaboration, and Orchestration

#### For Support Center Professionals | ITSM • MIM • Incident Management • Change Management

- + Automatically or manually send targeted notifications using message templates
- + Quickly identify who the best suited personnel are to work on a particular issue based on who's on-call and skills
- + Engage IT teams automatically without having to manually call or email people
- + Escalate automatically in case people don't respond quickly enough
- + Easily collaborate with 1-click, pinless Smart Conferencing and ChatOps integrations
- + Notify key stakeholders and impacted users and keep them updated with targeted notifications
- + Maintain a full audit-trail of the incident resolution process including audio recording and chat conversations for post-mortem and compliance

#### For IT Responders and Professionals | On-Call • Escalation • Collaboration • Alert Fatigue

- + Only receive contextual targeted notifications when you are absolutely required
- + Acknowledge directly from notifications with one click
- + Set your preferred delivery paths (mobile notification, phone, SMS, email) and quiet time periods
- + Hop on a virtual war room (pinless conference bridge, and chat room) with one click
- + Gain insights into your team's response performance
- + Create end-to-end cross-tool workflows to streamline the incident response processes

#### For IT Executives and Leaders | MTTR • Response Performance • Downtime • Business Impact

- + Gain visibility into the state of incidents across Service Ops, Security Ops, DevOps and BC/DR
- + Gain visibility into response team performance
- + Improve IT response performance and accountability over time

# Streamline Incident Response To Accelerate Resolution Across IT Ops, Service Ops, Sec Ops, DevOps and IT BC/DR

## ASSESS

### Automatically gauge the severity and context of IT incidents

The self-service integration platform offers an easy and flexible way to ingest events and alerts from a variety of third-party tools, such as SIEM, ITOM, ITIM, event correlation ticketing systems, ITSM, APM solutions, and more.

## LOCATE

### Identify the right teams and personnel based on who's on-call, location, and skills

Smart Routing technology offers multi-criteria based identification and on-call scheduling to identify the right teams and individuals to engage i.e. IT staff, key stakeholders and impacted business users on a variety of deliver methods (phone, SMS, email, mobile app...). Automated escalation will kick in if people don't acknowledge in a timely manner.

## ACT

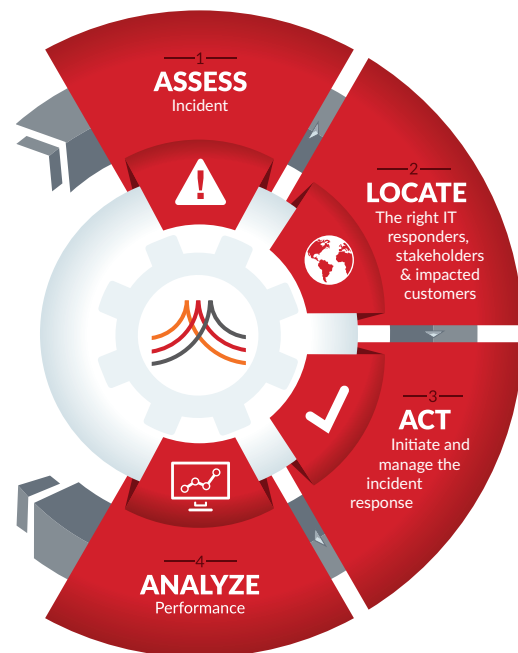
### Facilitate communications, collaboration and orchestration

The platform helps to minimize response time based on best responder match basis. The platform helps to minimize response time based on best responder match basis. Smart Orchestration Cockpit enables the creation, the execution and monitoring of the end-to-end incident response cross-tool workflows using an intuitive drag-and-drop interface. Workflows can include any IT process, conditional logic, human interactions and out-of-the-box integration actions. It provides full control on the end-to-end incident response management process. The solution offers 1-click pinless conference bridge access and integrations with collaboration tools and ChatOps.

## ANALYZE

### Gain visibility into incident response performance across all areas of IT: Service Operations, Security Operations, DevOps and IT BC/DR

Interactive dashboards provide heat map showing IT managers where they should focus their attention. Smart Analytics provide incident response performance trending by group, time, or type to help continuously improve processes and assist managers with resource planning, optimize response times and SLAs. It offers baseline monitoring, and early warnings so that businesses can proactively ensure adherence to the organizational Service Level Objectives.



500+ MILLION CONTACTS  
MANAGED

3+ BILLION MESSAGES  
SENT PER YEAR

200+ SUPPORTED COUNTRIES  
AND TERRITORIES

99.99% UPTIME

200+ THOUSAND SMS  
SENT PER MINUTE

LVL 3 CERTIFIED DHS  
TELECOM SERVICE

100+ MODALITIES

## 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.



DS\_ITAlerting\_12.06.19

VISIT [WWW.EVERBRIDGE.COM](http://WWW.EVERBRIDGE.COM)

CALL +1-818-230-9700