2nd Watch

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OVERVIEW

2nd Watch is the largest independently owned US-based cloud-native services provider, with over 400 enterprise workloads and 200,000 cloud instances under management. 2nd Watch provides large enterprises with professional and managed services globally for Amazon Web Services (AWS) and Microsoft Azure.

The company is an AWS Premier Partner and a Microsoft Gold Partner that has led some of the largest cloud migrations in recent years with global brands like Conde Nast, Yamaha and Coca-Cola North America. The venture-backed company is headquartered in Seattle, Washington.

HOW 2ND WATCH LEVERAGES EVERBRIDGE

2nd Watch uses Everbridge IT Alerting for both internal Business Critical Outages as well as Client-Facing Business Critical Outage processes. The template functionality makes it easy to disseminate conference bridges and other timely information to the right team members and stakeholders during these internal or client-facing outages and incidents. 2nd Watch has consistently delivered on this promise of customer satisfaction, as evidenced by its inclusion on CRN's 2018 Tech Elite Solution Providers list and its recent Net Promoter Score of 78.

2nd Watch leverages the On-call Schedule module to help automate and manage its Operations Center support and Engineering team's shifts and rotations. Real-time communication and collaboration with clients is a big part of how 2nd Watch has helped clients save over 40% on cloud management.

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EVERBRIDGE HELPS 2ND WATCH ACHIEVE OUTSTANDING CUSTOMER SATISFACTION

With its past provider, 2nd Watch was not able to make template changes on the fly during the middle of events. Everbridge gives the company the ability to do that in an ever-changing/demanding client environment. Amid these environments, the 2nd Watch cloud enablement teams are busier than ever, helping clients tailor and integrate managed cloud solutions that holistically and proactively encompass the operating, financial and technical requirements for scaling long-term use of public cloud. In the end, their managed cloud solutions help customers gain more leverage from the cloud with a lot less risk.

POSITIVE OUTCOMES FOR 2ND WATCH AND ITS CLIENTS

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For 2nd Watch, faster and more efficient response is critical for its clients. Clients rely on 2nd Watch to help them quickly and effectively manage outages, and the faster they can coordinate activities on a call, the faster they can ensure that consumer-facing websites and business critical applications for the many Fortune 100 brands they serve are back up and running.

For example, one client, Diane von Furstenberg (DVF), a global luxury lifestyle brand and one of the premier names in American fashion, was experiencing unacceptable application and infrastructure outages and required a more stable environment. 2nd Watch migrated DVF's core applications to AWS, stabilizing their IT environment to support US retail operations expansion, and allowing them to quickly launch new projects, like in-store video displays. The project saved DVF 60% on IT infrastructure costs.

In addition, the incident report for each individual incident provides 2nd Watch with evidence/artifact audit documentation that can be incorporated into SOC2 compliance audits.

OTHER HIGHLIGHTS

2nd Watch's experience with the Everbridge implementation process was top notch. 2nd Watch supports and integrates with many Enterprise class/ Fortune 100 organizations, and Everbridge hit the mark. It's partnerships like these that have helped 2nd Watch achieve recognition from organizations like Gartner, which included 2nd Watch in its 'Magic Quadrant for Public Cloud Infrastructure Managed Service Providers, Worldwide' report two consecutive years. Making its customers' lives easier has always been 2nd Watch's top priority, and Everbridge helps the company accomplish that. As one of the first AWS Premier Consulting Partners and AWS MSPs, 2nd Watch uses tools like these to enhance that exceptional customer service its clients have come to expect.

ABOUT EVERBRIDGE

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

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