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**Alan Bortrager**

Head of Global Security,  
Safety and Resilience at Red Hat

## OVERVIEW

Red Hat is the world's leading provider of open source software solutions. Based in Raleigh, NC, the company has over 11,000 full time employees located around the globe.

### PROBLEM

With an extremely mobile workforce, and operations and travelers around the globe, Red Hat's security team requires the right tools to effectively locate and reach employees during critical events.

### SOLUTION

Through their Information Sharing and Analysis Center, Red Hat Global security leverages Everbridge and other solutions to gain a common operating view of their global risk landscape in order to support employee safety and business resiliency.



### **ABOUT RED HAT:**

Red Hat's currently operate in 99 offices, across 37 countries. We are quickly moving towards becoming a three-billion-dollar company and have about 14,000 total full-time employees. More than 11,000 of those are full-time Red Hatters.

### **GLOBAL SECURITY, SAFETY AND BUSINESS RESILIENCE AT RED HAT:**

One of the common goals driving towards as it relates to the Information Sharing and Analysis Center, or what we call our ISAAC here at Red Hat (which is what we branded our global security operations center), is the ability have actionable intelligence for our lines of business and for our functional units, in order for them to make informed decisions.

Our goal is a continual information flow from our ISAAC analysts to identify and communicate those risks, to help eliminate plausible deniability or give us the ability to make better informed decisions. We utilize all these tools to consolidate those into a single, palatable, digestible form.

### **CHALLENGES AND OPPORTUNITIES:**

The things that keep me up at night the most are, that we have a very dispersed workforce, so 35% of our associates are remote workers. They're not assigned to a hard-walled office or to a particular client site. We have a concept called "Work Your Way," so you can work wherever you are the most productive. Regardless of whether that's a coffee shop, an airport, or your home, still have a duty of care to all those associates no matter where they are.

I think the team also continues to be challenged or concerned about us moving into frontier

or emerging markets. When you look at the geopolitical risks associated with certain portions of the world, there are some that are at a higher risk than others. do we do with that? How do we identify the risks? How do we mitigate the risks? How do we anticipate those?

### **LEVERAGING TECHNOLOGY TO MEET THE "DUTY OF CARE"**

Given our workforce, we want to take into account if you are traveling from the APAC region into the EMEA region, versus traveling from the United States to a global region, so we're using diplomatic services to help. We're using social media clippings to identify instances such as, "Hey, look, we have a current trend of a shooting in Fort Lauderdale." It enables us to see 20 minutes before it shows up on open media, like CNN or BBC, that there's a trend that there was a shooting in the Fort Lauderdale airport.

### **USING EVERBRIDGE TO KEEP EMPLOYEES SAFE:**

On the communications side, for us to be able to send messaging out to account for our associates 20 minutes before it shows up in open media is a critically important anticipatory act rather than a reactionary act. The Everbridge tool has been a phenomenal solution for us to be able to have outbound communication from a mass notification and response team activation perspectives, but equally important has been the inbound communication.

Last year, during the second quarter, we had no check-ins as it relates to the Everbridge app, as people were traveling globally. This past quarter, however, we had 333, so that means that our associates not only understand that we have the tool, but they're also using the solution to say,

“Hey, look, I’m on the ground in Santa Barbara, California. If there’s anything that happens in this area, please notify me.” To me, that’s a massive solution and certainly gives me great comfort in being able to say, “Hey, I know who’s in this area and who may be impacted,” even if they’re not using our travel portal.

Literally within two weeks of implementing the Everbridge solution here at Red Hat, the Paris terrorist attacks occurred. Previously, this would have taken a very hands-and-knees operations by both the local management team, our facilities operations, our office managers, and the security team in general, where we would be dialing calls to all of our associates to account for their well-being.

With Everbridge, we were able to establish safety within a very short period of time by sending out an accountability message. We went from, frankly, days to hours in terms of being able to account for our associates.



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### 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 San Francisco, Lansing, London and Stockholm.

*For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.*