

CASE STUDY:

CONSISTENT, ERROR-FREE MESSAGING FOR PUBLIC SAFETY ANSWERING POINTS

THE PROBLEM

One of the nation's leading Public Safety Answer Point (PSAP) agencies had a manual driven process, which was cumbersome and delayed the delivery of critical messages.

INTERNAL GROUP NOTIFICATIONS

The agency wanted the ability to send targeted notifications to groups and team members during emergency incidents.

CONSISTENT MESSAGE SEND PROCESS

Employees needed to be able to seamlessly send error-free notifications regardless of their tenure and experience.

SCHEDULING FOR SPECIALTY TEAMS

Traditional scheduling methods were costing the PSAP agency valuable time. Team members required a way to automate the process through the elimination of spreadsheets and manual call trees as well as a way to track and avoid union or personal disputes.



THE SOLUTION: EVERBRIDGE INCIDENT COMMUNICATIONS

INCIDENT WORKFLOW INTELLIGENCE

- + Multi-step process that prompts dispatchers to select the correct incident type and notify critical responder of the incident
- + User prompts for critical details to any communication device using customizable fields created by administrators
- + Incident communication logging for after action reports or audits

INCIDENT COMMUNICATION PLANNING

- + Customized communications plans by incident type and severity level
- + Automate and streamline incident process
- + Ability to use different notification templates & settings based on phase of incident

COMPLIANCE AND REPORTING OPTIONS

- + Analyze incident communications effectiveness with custom reports
- + Notifications and confirmations include audit trails and timestamps for enhanced accountability and incident tracking
- + Dashboard displays all open incidents for unified command and real-time communication results

THE RESULT

SIMPLE AND SCALABLE CRITICAL COMMUNICATIONS PROCESS

Ultimately, this high volume PSAP agency saw a 50% reduction in critical message delivery time and was able to quickly send error-free messages to the appropriate critical responders and key stakeholders.

WHY everbridge?

- Leading critical communications platform trusted by corporations and communities of all sizes to connect the right people for real-time collaboration and response
- Connects more than 100 million people and internet-enabled devices and assures that secure, compliant communications are delivered and confirmed, whether locally or globally
- Notifies people to evacuate, alerts the right on-call team to fix an IT issue and safely shares important patient orders

EVERBRIDGE GOVERNMENT SAFETY SOLUTIONS

An informed and engaged community is a strong community. This is why Everbridge built the leading critical communications platform trusted to provide community outreach and emergency notification capabilities that bring residents, educators, public safety, business and community leaders together.

Each week, Everbridge delivers millions of public safety calls, emails, texts and social media messages for over 8,500 public safety and government agencies.



COMMUNITY OUTREACH



COMMUNITY POLICING



COMMUNITY ENGAGEMENT



EMERGENCY NOTIFICATION



OPERATIONAL RESPONSE & COORDINATION