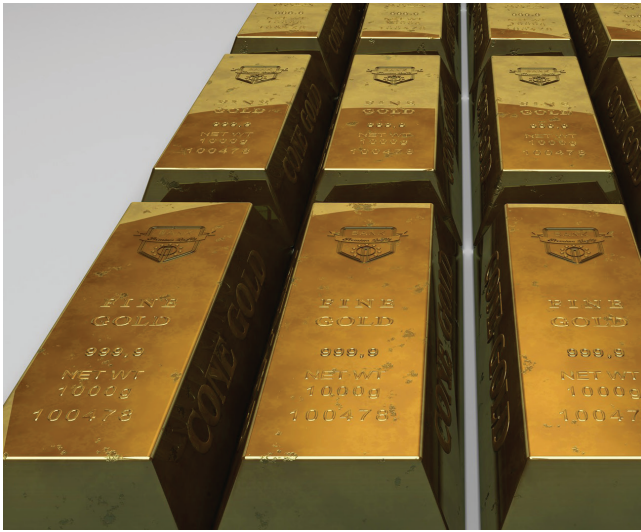


London Metal Exchange Case Study



“ The transition to the Everbridge platform took approximately one month to complete and, with the Everbridge team on hand to provide in-depth training and support, was a smooth and seamless process.”

Phil McDermott
Recovery Services Manager

OVERVIEW

Founded in 1877, The London Metal Exchange (LME) operates the only open-outcry commodities exchange market in Europe. With over 300 staff located at its head office in London, the company is responsible for the majority of exchange traded base metals business around the world and its prices are used as a global benchmark. In 2016, the LME traded 3.5 billion tonnes of materials and \$10.3 trillion in notional value.

ISSUE

Having previously used one-way SMS notification tools, The London Metal Exchange was looking to adopt a more intuitive two-way system that enabled targeted critical notifications to be delivered quickly and reliably, helping to ensure the safety of both its employees and IT infrastructure in the event of an emergency.

SOLUTION

The LME chose to implement Everbridge's mass notification platform to provide the organisation with a multifunctional and easy-to-use tool that could facilitate the sending of critical messages to employees without delay, ensuring the lines of communication between management and staff remain open during an emergency.

Q: WHAT ARE THE KEY BENEFITS OF USING THE PLATFORM?

Kevin: From a business continuity perspective, the platform enables us to reliably send critical notifications to targeted individuals and groups to inform them of an incident and then deploy relevant resources to resolve it. Everbridge's easy-to-use system ensures we can do this without delay and guarantees that our vital IT infrastructure sees a reduction in downtime. This is essential for our clients—many of whom rely on LME's trading systems to facilitate their revenue streams.

As a large organisation, the multi-functionality of the Everbridge platform is also a real benefit. Being able to distribute messages via the smartphone app means we can manage critical communications no matter where we are or what time of day it is. This flexibility has proved critical in emergencies.

Q: HOW DID YOU FIND THE DEPLOYMENT PROCESS?

Phil: The transition to the platform took approximately one month to complete and, with the Everbridge team on hand to provide in-depth training and support, was a smooth and seamless process. Everbridge is now a fully-integrated and important part of our business continuity strategy and has already proven to be good value for money.

Q: WHAT TYPES OF INCIDENTS HAVE YOU USED THE EVERBRIDGE PLATFORM FOR?

Kevin: Since its deployment we have used the platform to manage communications during all business continuity and disaster recovery incidents, helping to ensure that the impact on business operations and staff safety has been minimised, if not eradicated. In February 2016, when a series of train strikes across the South East of England

meant many employees were left struggling to commute to work, we used the platform to send out a critical alert asking affected staff to work remotely.

In July 2016 we also used Everbridge to co-ordinate a site-wide evacuation of our London office. As the problems continued for a number of weeks, we used the mass notification function to keep employees regularly updated on the latest developments and notify them of any actions they needed to take.

During this incident, the Everbridge platform enabled us to react more effectively than before, ensuring that the organisation could keep running efficiently. We also use the platform to co-ordinate our monthly business continuity testing at our site locations.

Q: WHAT FEEDBACK HAVE YOU HAD FROM USERS?

Phil: The feedback from users has been resoundingly positive. For the business continuity team, having Everbridge as a primary communication channel means we have a reliable method of contacting staff in the event of an emergency—separate from our internal email network—that we can have confidence in. From an employee perspective, the platform's usability resulted in a quick uptake from staff who are now comfortable using the system and know that Everbridge notifications include important information to keep them safe.

Kevin: The feedback from users has been positive, so as we grow our business, we are excited about the possibilities for working with Everbridge to improve our resiliency.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Beijing and London.