



“ When Hurricane Maria struck Puerto Rico, we knew that we needed to find a way to account for the safety of all of our employees. We used Everbridge to poll those employees, confirm their status and ensure their safety.”

Kenneth Brock
PenFed Credit Union

OVERVIEW

PenFed Credit Union (PenFed) is a United States credit union headquartered in Tysons, Virginia and the nation’s second largest federal credit union, with assets of \$23 billion and more than 1.6 million members as of December 2017. The Credit Union has branches at just over 50 locations in the U.S. and in military bases in Guam, Japan, and Puerto Rico.

PROBLEM

With Hurricane Maria, a storm of historic proportion and devastation on the horizon, PenFed needed to act quickly to ensure business resiliency and employee safety. With three branches in the San Juan, Puerto Rico area, the organization needed to gain quick and accurate accountability of the 49-area employees in the region.

SOLUTION

PenFed’s business continuity team leveraged Everbridge to reach out to the 49 employees in Puerto Rico to determine their family safety, dwelling status and availability to return to work. This helped PenFed gain an awareness of their employees and their family situations as the category 4 hurricane continued to persist and cause devastation throughout the island.

TELL US ABOUT THE CHALLENGES YOU WERE CONFRONTED WITH DURING HURRICANE MARIA?

This was a very strong storm that not only caused wind damage, but also massive flooding throughout Puerto Rico. A local dam broke which impacted 50,000 people trying to evacuate the potential flooding. We needed to account for the safety of our employees and their family in the region.

HOW DID YOU LEVERAGE EVERBRIDGE DURING HURRICANE MARIA?

We utilized polling notification to reach all of our 49 employees over ten days to confirm their status. The notification helped us determine:

- + Were they safe?
- + Were they exposed to housing damage or general flooding?
- + Were their families safe?

We eventually accounted for all 49 employees using this tool. They faced an uphill battle in the aftermath of the storm, but at least we knew they were safe and we could provide the right supplies for each employee.

HOW ELSE DO YOU USE EVERBRIDGE?

We also used Everbridge to account for the safety and status of our employees after a mass shooting that

took place in a San Antonio church 20 miles away from a branch.

Additional automated alerts are from Everbridge for things like building evacuations and IT outages.

For IT incidents and outages, we have two categories of incidents—severity 1 and 2. We have recently expanded and enhanced communications by creating business services to ensure we know the right people who need to be reached during these events. We then leverage the Everbridge on-call scheduling function, build the right business people into the rotation and then use the tool to reach the right people at the right time to keep them informed or ensure they know they need to triage the issue.

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.