Pratt & Whitney

> "The system can allow you to be notified in a very quick fashion, very precise and to the point. You have to remember that there's multiple ways that you can be notified with this system. We can do it by a simple cellphone where you'd get a text message across. It can be done by your email. You can even come across your phone as a verbal message.
>
> Chip Weston
> **Pratt & Whitney**

OVERVIEW

Pratt & Whitney, a United Technologies Corp. company (NYSE:UTX), is a world leader in the design, manufacture and service of aircraft engines and auxiliary power units. Pratt & Whitney reported an operating profit of $1.9 billion in 2013 on revenues of $14.5 billion. The company has approximately 33,000 employees who support more than 11,000 customers around the world. In Connecticut, Pratt & Whitney spans two large campuses and employs approximately 9,000 people.

PROBLEM

With such a large area - and high number of employees - Pratt & Whitney faces numerous communication challenges during emergencies and other critical incidents, such as evacuations and severe weather.

SOLUTION

Pratt & Whitney chose Everbridge's Unified Critical Communication Suite to connect with employees during incidents or events. Users are able to get messages about any type of incident that could impact them, including evacuations.

HOW HAS EVERBRIDGE HELPED YOU PROTECT THE PRATT & WHITNEY COMMUNITY?

Everbridge helps us a great deal in plant protection. By putting out the Everbridge communication, and having people sign up for it, we can easily protect them whether they're in the basement or on the roof. We can send a quick and rapid notification that they need to get off the roof, get out of the cellars or get to an assembly area. The Everbridge system is of great help when we have people who are in areas that don't have the speaker strobe or evacuation tone to them.

HOW DOES EVERBRIDGE HELP YOU ADDRESS COMMUNICATION CHALLENGES?

In my period of being a chief here for the last four years, I've noticed that one of my major challenges is being able to communicate with people. I'm not talking about my staff— we have our portable radios for that. I'm talking about the general population.

We currently use email and texting to get information out, but if you're not at your work station, I cannot get that information to you. With an Everbridge system, I can quickly and rapidly send information to union reps and senior management—important stakeholders that I do not necessarily communicate with on a daily basis. They would like to be kept in the loop on a lot of things. Once they enroll in to a mass notification system, I don't have to think about who should be notified - it's already put in there. It's put in there by protocol, and by who wants to be in there. We can then give these individuals quick and readily available information on what's going on and what may be causing delays, for instance.

WHY DID YOU CHOOSE EVERBRIDGE?

We recognized that during many critical incidents, particularly the tragic events that occurred in nearby Newtown, we needed to benchmark and capture some other ways of ensuring that our customers are informed about what's happening around us, especially when we have significant customers that come to visit us. Our regulatory agents, our employees, our contracting staff—we needed to make certain that they all had a way of knowing what to do at 9:00 at night when eight inches of snow were falling. How do they get to work? If their roads aren't cleared, what's the expectation?

We reached out and benchmarked with several divisions. We have a process called continuous improvement, and in our benchmarking, we learned that Sikorsky and United Technologies Aerospace Systems, other divisions of UTC, had contracted out with mass notification systems. We tested those systems and found that Everbridge really worked for us. Now, we're in the recruitment process to poll our employees and encourage them to register with the system.

Whether it be weather-related or crisis-averting related, we believe using a mass notification system like Everbridge is the right method of to help us reach out staff with important information and instructions.

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

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

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