

Automating WebEOC Notifications with Everbridge

City of Fairfax Success Story



“ Everbridge Email Ingestion lets us create integrations with IT monitoring and service management tools, CRM systems, and other emergency use systems with no coding required.”

Walter English, Deputy Coordinator
Emergency Management Planner
**City of Fairfax Office of Emergency
Management**

OVERVIEW

The City of Fairfax, VA wanted an easy way to trigger multi-modal notifications when significant updates were posted to their WebEOC crisis management system. They now use Everbridge Email Ingestion as a way to automate this process.

As one of the protectors of the National Capital Region, **the City of Fairfax must constantly be aware of a wide range of potential emergencies and critical incidents.** On the one hand, the volume of information can overwhelm responders with email fatigue, while on the other hand, they must be able to alert responders at all times, even when not in front of their computer. By integrating WebEOC with Everbridge via the Email Ingestion product, the City of Fairfax is now able to send critical information from WebEOC to the resolvers and responders in the most efficient communication paths... with no changes to the WebEOC workflow.

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HOW IT WORKS FOR THE CITY OF FAIRFAX

WebEOC used to manage incidents:

| Emergency Use | Routine Use |
|-----------------------------|---------------------|
| EOC Activation | EOC Help Ticket |
| Spot Reports | IT Help Ticket |
| Shelters | OEM Incident Log |
| Regional Significant Events | Vehicle Maintenance |



WebEOC sends an email to the Everbridge Email ingestion address, triggering Everbridge Incident Notifications, customizing the delivery path by incident type to optimize communication effectiveness.



Messages are received by responders and resolvers faster, decreasing resolution time of the incident.

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.



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