

CLIENT SERVICES: YOUR EVERBRIDGE EXPERIENCE



Our Promise

- Own our clients' experience at every touch point.
- Do what we say we're going to do.
- Remove barriers so it's easy for clients to do business with us.
- Treat clients as individuals, not numbers.
- Remember that every one of our actions impacts a client.
- Ensure our actions make clients feel they and their issues are important.

COMPREHENSIVE AND CUSTOMIZABLE SERVICE PACKAGE DESIGNED TO MEET YOUR NEEDS

Everbridge's Client Services teams are made up of highly experienced, credentialed professionals with years of boots-on-the-ground incident communications experience. With every notification program we set up, Everbridge applies the knowledge and experience gained from helping more than 1,000 clients covering tens of millions of individuals worldwide launch notification initiatives and manage incidents

KEY SERVICES

- + Customized implementation services helps accelerate time-to-value
- + Notification strategy development for incident communication preparation
- + Comprehensive training and documentation ensure ongoing self sufficiency
- + Dedicated account management for improvement recommendations, service reviews and post incident analysis
- + 24/7/365 client care and live operator support for broadcast sends



VISIT WWW.EVERBRIDGE.COM
CALL +1-818-230-9700

CLIENT SERVICES: YOUR EVERBRIDGE EXPERIENCE



KEY BENEFITS

COMPREHENSIVE IMPLEMENTATION

Everbridge is fast and easy to implement. We can get you up and running as quickly as you are able to go—usually within days or weeks for most clients—with no IT headaches. Beyond the technology, we help you develop a notification strategy and provide the tools and training necessary to make your program successful. Our classic implementation services include implementation requirements consultation, analysis, and documentation; system configuration and set-up; initial data upload; training; Everbridge's library of best practices and sample policies and procedures; access to the Everbridge self-service portal; and post-implementation review.

NOTIFICATION STRATEGY DEVELOPMENT

Everbridge combines technology, knowledge, and experience to provide a holistic notification strategy tailored to your unique needs to make sure you are prepared to communicate during any incident. We review your notification needs and align them to a notification methodology, and we show you where to find valuable best practices, sample policies and procedures, world-class training, and more.

CUSTOMIZED TRAINING

Everbridge provides web-based training specific to your organization. Our training philosophy is to make each and every training experience both educational and enjoyable. Each session focuses on real-life examples of system usage and drills down into product fundamentals. Additionally, Everbridge offers ongoing group training (10+ sessions per month) free of charge. Need on-site training? Talk to your Everbridge Representative.

DEDICATED ACCOUNT MANAGEMENT

Dedicated account managers work exclusively with organizations in a specific industry so they understand your needs and challenges and act as informed guides to help you make the most effective use of the Everbridge system. Account managers perform regular service reviews and post-incident analysis of your communications to provide recommendations for improvement.

24/7/365 SUPPORT

Everbridge provides clients with 24/7/365 client care and live operator service for help sending broadcasts in any situation, day or night. Leverage Everbridge's self-service portal to access our best practices library and knowledgebase and add, update, and review service cases and enhancement requests online, anytime.

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.

