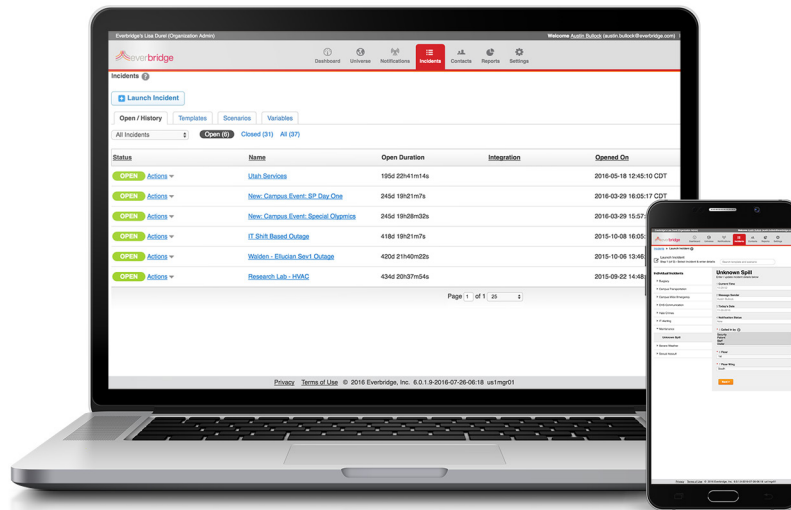# INCIDENT MANAGEMENT

AUTOMATE COMMUNICATIONS PROCESSES ACCORDING TO PRECONFIGURED RULES

Every day, operational issues impact productivity and revenue, cause production slowdowns, delay responses to time-sensitive issues and require tracking for compliance purposes. To ensure a quick response and fast resolution, it is critical to follow the correct procedure and include the information required for each incident type. The incident has a prescribed set of processes that must be followed in order to efficiently resume regular operations, notify the correct internal and external stakeholders and comply with organizational and industry guidelines. Everbridge Incident Management ensures the right processes are followed and sends consistent, error-free and complete messages for the same incident every time to responders and stakeholders.

TYPICAL USE CASES

+ Emergency Medical Response

+ Machinery Breakdowns

+ Safety Compliance

+ Regulatory Inspections

+ Cyber Security Breaches

+ Pipeline Operations

+ STEMI & Code Calling

+ Physical Security Incidents

+ IT Outages

+ Power Outages

+ Product Recalls

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INCIDENT MANAGEMENT

KEY FUNCTIONALITY

INCIDENT WORKFLOW INTELLIGENCE

+ Multi-step workflow that prompts users to select the correct incident type

+ User prompts for critical details to any communication using customizable fields created by Incident Administrators

+ Incident communication logging for all broadcast and confirmations

+ Incident journal to capture additional details not included in incident communications

INCIDENT COMMUNICATION PLANNING

+ Separate communications plans by location, line of business or facility

+ Incident specific communications templates with:
    – Predefined selection of message recipients based on incident type
    – Predefined messages and delivery settings
    – Required critical information fields to be filled in before broadcast
    – Template-level user permissions to prevent operators from editing the message, distribution list or settings before sending the notification

+ Use different Incident templates and setting based on phase of notification (New, Update, Close)

COMPLIANCE AND REPORTING OPTIONS

+ Incident report exports all incident communications details and responses in a PDF format
+ Custom reports analyze incident communications effectiveness
+ Communication broadcasts and confirmations include audit trails and timestamps
+ Search across incidents using status, user, type and date
+ Real-time incident dashboard for operators showing all open incidents
+ Audit of smart conference to track who is on call, who has just joined and who has left, etc.

ADMINISTRATIVE TOOLS

+ Multiple User roles control access:
    – Incident Administrators can build incident templates, report on incidents and launch incident notifications
    – Incident Operators can launch and manage incidents
    – Data Managers can create and administer groups, update and upload contacts
    – Extensive types of Incident variables available for the admin to create the proper templates

+ Integrate with HR databases or scheduling systems to contact only responders who are "on-call"

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