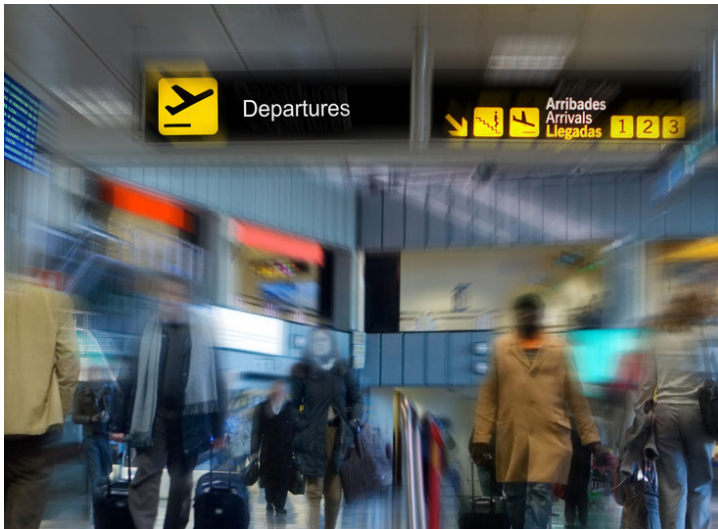


Kansas City International Airport



“ In a crisis situation, notifications to airport responders that formerly took more than 20 minutes now take less than two. Everbridge allows out personnel to focus their energy on managing and responding to the incident, rather than making a series of notifications.”

Justin Bond

Kansas City International Airport

OVERVIEW

Kansas City International Airport serves as mid-America's link to the world, drawing passengers, cargo, and commerce from Missouri, Kansas, Iowa, Nebraska, and more. It has consistently ranked in the top five airports in J.D. Power and Associates North America Airport Satisfaction Study. More than 10 million passengers pass through KCI each year, and the Federal Aviation Administration forecasts U.S. passenger growth of 3.5 percent each year.

PROBLEM

Kansas City International Airport (KCI) needed to upgrade its outdated communication procedures due to a lack of automation and accountability.

SOLUTION

KCI chose Everbridge's Unified Critical Communication Suite to connect with employees to better meet the vital transportation needs of passengers and keep them safe.

Q&A with Justin Bond of Kansas City International Airport



WHY DID KANSAS CITY INTERNATIONAL AIRPORT CHOOSE EVERBRIDGE?

We looked at many systems. Most were notification vendors with a standard product they figured could work with what we wanted to achieve, but we quickly realized they could not meet our needs. Everbridge was truly spot-on for what we needed in the control center: the ability to match various locations and events with the right responders. We knew this was the technology we had been searching for.

HOW HAS EVERBRIDGE IMPROVED COMMUNICATION DURING INCIDENTS?

Prior to the implementation of Everbridge, our control center operation staff was challenged with maintaining the accuracy of the information it distributed. In the urgent moment of an incident, staff would compromise the quality of a message, losing pertinent facts and inserting errors while repeating the message to various stakeholders within the organization. As a result, stakeholders were poorly informed and collaboration efforts suffered. Everbridge addresses the problem of human error with an easy-to-use automated interface. Control center personnel have access to customized drop-down menus and built-in response paths, dramatically reducing human error while speeding response. Additionally, Everbridge informs tenants of flight cancellations that will leave

passengers in the airport overnight, notifies ticketing agents of flight delays and alerts airline operations teams of lightning strikes or severe weather alerts - all with or without human intervention.

HOW HAS THE SYSTEM HELPED WITH COMPLIANCE?

The call-tree and two-way radios we were using prior to Everbridge lacked the sophisticated reporting and accountability capabilities required for aviation management to review employee response and procedure times. Without this information, they could not demonstrate compliance with notification policies or improve notification procedures.

With the accurate reporting tools provided with Everbridge, our management is able to measure and review procedures to make response easier and more efficient over time. In addition, accurate data and time stamps on messages sent and responses received

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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