

Law Firm Case Study



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Senior Administrator
Leading Law Firm

OVERVIEW

A leading international law firm, with more than 3,500 employees across the globe, needed a scalable mass notification solution to improve its business continuity. It had a critical communications system in place but, as the business grew, priorities evolved and the company decided to review its options. The system needed to ensure that its online services remained available at all times and protect the rising number of mobile employees.

PROBLEM

The law firm needed a mass notification system that could scale as employee numbers increased. With offices across the globe, reliability and ease of use was critical. It needed a platform that could reach all employees with one click of a button. The technology also needed to translate messages into multiple languages.

SOLUTION

The law firm deployed the Everbridge platform which enabled staff to send messages in near real time when demanded by the business or circumstances. There are no notification delays and the team can log on to the platform from anywhere and send messages; as well as being able to split the contacts into different groups.

Q&A with Senior Administrator at leading law firm

HOW DID YOU FIND THE IMPLEMENTATION PROCESS AND GETTING UP TO SPEED?

It was very good. Given the rich features of the platform, the implementation was surprisingly uncomplicated. We found the process easy to understand and had plenty of support from the Everbridge team. It was not rushed, and we worked through it at our own pace which was important to ensure we fully understood all aspects.

DURING THAT PROCESS, DID YOU DO ANY TESTING?

Yes, we tested the platform by preparing a message and scheduling it to go out at a certain time. We targeted specific employees and the resulting communication was both effective and accurate. The flexibility within the platform, from a notification perspective, is very helpful. Within our business we have now set up various groups - first aiders, fire marshals, the incident management team - and office locations can be reached individually as well.

WHAT ARE KEY BENEFITS OF THE SYSTEM?

The 24 hour helpdesk is definitely one. We appreciate that there is support on offer at any time, which is really important when sending messages out of typical working hours. If the security team is struggling, we know someone at the other end of the phone will be available to talk. It is also easy to use, so for new users we do not need to worry about setting up exhausting and complicated training days or asking them to review detailed manuals.

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About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in 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.

HAS THE SYSTEM HELPED YOU REDUCE THE TIME IT TAKES YOU TO SEND OUT A NOTIFICATION?

Yes, absolutely. We operate the system with total confidence. With our previous solution the vendor would receive information from us, and they would upload it on our behalf. Today we are responsible for uploading our own data and whilst at first we had to work out a different process to do that, we now have more control because we can eliminate errors, or potential errors. Before now we would not necessarily realise until it was too late. From our use of the platform we have been reassured that the message will get to the right person at the right time.

CAN YOU SEE A WIDER USE OF THE PLATFORM WITHIN THE ORGANISATION?

The Everbridge system offers exceptional levels of functionality so as we use it more and more we anticipate wider adoption of the solution. However, we are focused on getting to grips with the elements we need today. The more we use the system, the more we will be able to identify how we can use it in the future.