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Thomas Ess
People Inc.

OVERVIEW

People Inc. is Western New York's leading non-profit human services agency serving over 13,000 people. Through a variety of services, including residential, employment, community outreach, health care and recreation programs, the organization helps families and people with disabilities, as well as seniors, live more healthy, independent and productive lives.

People Inc and affiliate organizations operate in 7 counties from Western New York to Rochester and serve a vulnerable population. Since the organization operates 140, 24-hour residential homes, and has obligations to 20 Senior Living complexes and Certified Home Health requirements, People Inc. needed a robust and efficient preparedness plan to assess and mitigate incidents of all types.

HOW DO YOU USE EVERBRIDGE TO SUPPORT YOUR EMERGENCY PREPAREDNESS PROGRAM?

Everbridge allows us to quickly and effectively communicate with our sites, employees and our incident management team to provide critical information in the time of an emergency. It also gives us an additional mechanism for obtaining intelligence during large scale events.

WHAT IS THE PRIMARY OBJECTIVE FOR YOUR USE OF EVERBRIDGE?

The primary objective for Everbridge is a platform for ensuring employee and service recipient safety. This is accomplished through NC4 monitoring which alerts us to critical incidents in our service area, and through an ability to quickly disseminate information to our program of 200 sites and over 4000 employees located over a large portion of Western and Central NY.

ANY INTERESTING EXAMPLES OF USING EVERBRIDGE DURING A CRITICAL EVENT OR DISASTER TO ACHIEVE A POSITIVE OUTCOME RELATED TO EMERGENCY PREPAREDNESS?

People Inc serves a vulnerable population of individuals in a variety of settings. We have been able to utilize the Everbridge communication system to quickly disseminate information about missing persons to our sites, recall staff to assist in the search for the missing

person and maintain critical communication through conference bridge calls between people on the ground and our Incident Command. In one instance, an individual who resides in one of our residential programs went missing from the day program he participates in operated by another agency. From the point at which we were notified of the missing individual we were able to send a full description of the individual, his preferred method of communication and the areas he may have went to, to all of our sites located within a 10 mile radius. By asking available staff to mobilize and check the area within a mile of their program, we were able to locate the missing individual, who was found 12 miles away from his program, unharmed. Without Everbridge capabilities, we would have been reliant on a Police search alone. This tool gave us the power to mobilize our vast network of staff to bring a positive outcome.

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.