



Everbridge Research: Growing Mobile Workforce Expects Companies to Help Protect Them While Traveling or Working Off-Site

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More Than 80 Percent of Employers Regard It as Their Responsibility to Locate, Share Information and Confirm Safety of Mobile Employees During Critical Events – But Are Still Challenged to Accomplish It

BURLINGTON, Mass.--(BUSINESS WIRE)--Jun. 21, 2017-- [Everbridge](#), Inc. (NASDAQ: EVBG), a global software company that provides critical event management and enterprise safety applications to help keep people safe and businesses running, today announced the findings of its research into the safety of mobile, remote and traveling workers. The report, "[Protecting the Modern Mobile Workforce](#)," focuses on how companies approach informing and protecting employees when threats such as an active shooter, terrorist attack, workplace violence, or severe weather put the personal security of mobile employees at risk.

With [72 percent of the U.S. workforce](#) expected to be made up of mobile workers by 2020, companies will face new challenges as traditional physical security approaches aimed at protecting employees within company facilities will no longer apply to a majority of the workforce.

Key Findings of the Research Include:

- **An Increasingly Dangerous Business Travel Landscape**

An overwhelming majority of employers (74 percent) reported that they felt it was more dangerous for employees to travel domestically and internationally today than two years ago. In fact, 25 percent of respondents stated that a dangerous workplace violence situation has occurred near their mobile workers in the past 12 months, while 20 percent have had travelers in the proximity of a terrorist attack within 72 hours of its occurrence.

At the same time, companies have sizeable mobile worker populations. 37 percent of companies stated that more than a quarter of their workforce spends at least 10 hours a week working remotely, away from a fixed office location.

- **Organizations Are Responsible for Protecting Mobile Employees**

With increased travel and work mobility comes the expectation – shared by both employees and employers alike – that it is the company's responsibility to keep its employees informed and safe, no matter where they might be. 81 percent of companies reported that their employees expected their organization to help protect them while they are mobile, traveling or working remotely.

Moreover, 97 percent of companies said that they believed it is important to be able to at least share information about potential threats with employees who may be in harm's way. 83 percent said it was their responsibility to do more: to locate mobile workers who are potentially at risk, alert them to local threats and confirm their safety.

- **Employees are Willing to Prioritize Safety Over Privacy**

77 percent of employers said that their employees would prioritize safety over privacy concerns when it comes to identifying their location during a critical event.

- **Employers are Challenged with Effectively Locating and Confirming Mobile Employee Safety**

The key actions companies take today during a critical event are to send out alerts and instructions widely when threats occur (65 percent) and to provide annual training on how to respond to a threat (49 percent).

However, companies have difficulty pinpointing who among their mobile workforce might actually be affected by a critical event: only 37 percent said they maintain an accurate record of where employees are expected to be during working hours, and only 25 percent said they dynamically locate employees when a threat occurs and tailor alerts to those potentially affected.

Although field worker safety was seen as a top mobile worker safety concern (by 65 percent of respondents), only 18 percent said that they require lone/field workers to regularly check in on their safety and only 14 percent stated that they send out regular communications to lone/field workers to check on them.

Companies also have difficulty meeting expectations from their leadership team in reporting on the safety of employees. 78 percent of respondents stated that their leadership team would like them to be able to confirm that all their people are safe and accounted for within an hour of a terrorist act or critical event in a location where they have employees; only 36

percent said that they could do this today.

"The increasing mobile workforce provides organizations with greater flexibility, but also challenges them to keep their employees safe in an environment of increasing threats," said Imad Mouline, CTO, Everbridge. "Our research indicates that both employers and employees expect companies to protect them wherever they are, but that there is a gap between these expectations and companies' ability to meet them. Closing this gap so that companies can accurately locate, inform and get feedback from potentially affected employees when a serious threat occurs will be part of the successful transition to a mobile workforce."

The research was conducted in May 2017. Security, risk management, business continuity and emergency management leaders at 412 organizations across a broad range of industries were surveyed. The median size of the companies responding were 1000-2500 employees. For a copy of the full report, please follow this link: <http://go.everbridge.com/mobile-employee-safety-research-report.html?trk=pr>.

About Everbridge:

[Everbridge](http://www.everbridge.com), Inc. (NASDAQ: EVBG) is a global software company that provides enterprise software applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running. During public safety threats such as active shooter situations, terrorist attacks or severe weather conditions, as well as critical business events such as IT outages or cyber-attack incidents, over 3,300 global customers rely on the company's SaaS-based platform to quickly and reliably aggregate and assess threat data, locate people at risk and responders able to assist, automate the execution of pre-defined communications processes, and track progress on executing response plans. The company's platform sent over 1.5 billion messages in 2016, and offers the ability to reach over 200 countries and territories with secure delivery to more than 100 different communication devices. The company's critical communications and enterprise safety applications include Mass Notification, Incident Management, IT Alerting, Safety Connection™, Community Engagement®, Visual Command Center®, Crisis Commander® and CareConverge™, and are easy-to-use and deploy, secure, highly scalable and reliable. Everbridge serves 8 of the 10 largest U.S. cities, 8 of the 10 largest U.S.-based investment banks, all four of the largest global accounting firms, 24 of the 25 busiest North American airports and 6 of the 10 largest global automakers. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Lansing, Beijing, London and Stockholm. For more information, visit www.everbridge.com, read the company [blog](#), and follow on [Twitter](#) and [Facebook](#).

Cautionary Language Concerning Forward-Looking Statements:

This press release contains "forward-looking statements" within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995, including but not limited to, statements regarding the anticipated opportunity and trends for growth in our critical communications and enterprise safety applications and our overall business, our market opportunity, our expectations regarding sales of our products, and our goal to maintain market leadership and extend the markets in which we compete for customers. These forward-looking statements are made as of the date of this press release and were based on current expectations, estimates, forecasts and projections as well as the beliefs and assumptions of management. Words such as "expect," "anticipate," "should," "believe," "target," "project," "goals," "estimate," "potential," "predict," "may," "will," "could," "intend," variations of these terms or the negative of these terms and similar expressions are intended to identify these forward-looking statements. Forward-looking statements are subject to a number of risks and uncertainties, many of which involve factors or circumstances that are beyond our control. Our actual results could differ materially from those stated or implied in forward-looking statements due to a number of factors, including but not limited to: the ability of our products and services to perform as intended and meet our customers' expectations; our ability to attract new customers and retain and increase sales to existing customers; our ability to increase sales of our Mass Notification application and/or ability to increase sales of our other applications; developments in the market for targeted and contextually relevant critical communications or the associated regulatory environment; our estimates of market opportunity and forecasts of market growth may prove to be inaccurate; we have not been profitable on a consistent basis historically and may not achieve or maintain profitability in the future; the lengthy and unpredictable sales cycles for new customers; nature of our business exposes us to inherent liability risks; our ability to successfully integrate businesses and assets that we may acquire; our ability to maintain successful relationships with our channel partners and technology partners; our ability to manage our growth effectively; our ability to respond to competitive pressures; potential liability related to privacy and security of personally identifiable information; our ability to protect our intellectual property rights, and the other risks detailed in our risk factors discussed in filings with the U.S. Securities and Exchange Commission ("SEC"), including but not limited to our Annual Report on Form 10-K for the year ended December 31, 2016 filed with the SEC on March 23, 2017. The forward-looking statements included in this press release represent our views as of the date of this press release. We undertake no intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. These forward-looking statements should not be relied upon as representing our views as of any date subsequent to the date of this press release.

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