**Everbridge Receives Remedy Certification from BMC Software**

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*IT Alerting™ Now Fully Integrated with BMC Remedy to Automate IT Incident Communications, Shorten Time to Resolution and Reduce Costs*

**BURLINGTON, Mass., June 28, 2016** —Everbridge, a global enterprise software company that provides applications which automate the delivery of critical information to help keep people safe and businesses running, today announced that it has received certification of its closed-loop IT service management (ITSM) connectors with BMC Remedy 8.1 and Remedy 9.1.

Certification from BMC Software signifies that Everbridge's IT Alerting™solution successfully completed a set of defined tests focused on integration interoperability, security and performance. The certification also ensures that service desk and incident communications best practices are utilized in the design and implementation of Everbridge IT Alerting with BMC Remedy 8.1 and Remedy 9.1.

Major IT incidents such as data center outages, applications failures, website slowdown, and distributed denial of service (DDOS) attacks occur every day, putting businesses at risk. Under these circumstances, IT departments need to facilitate an immediate response and fast service restoration to minimize the impact on a company's business operations. Once a service desk ticket is created,Everbridge IT Alerting for BMC Remedy connects the right on-call personnel with the right information so they can focus on what matters most to the business: restoring the service to limit the negative impact on the business and other end-users. Furthermore, the Everbridge solution can inform the company's management and notify the impacted users or customers of the IT issue.

"IT departments must be ready to handle major IT incidents 24 hours a day. That means they need the ability to quickly connect with the right on-call people to solve the problem, at any time, and wherever these people might be located," said Vincent Geffray, Sr. Director, IT Alerting, Everbridge. He continued: "The integrations we offer with Remedy, Smart IT and Remedyforce allow our BMC customers to streamline and automate their service desk alerting and escalation activities. As a result, BMC Remedy clients should see their incident time to resolution shortened, alert fatigue reduced with targeted notifications and the number of inbound calls to the service desk trimmed down by proactively notifying the impacted users of incident status."

Everbridge IT Alerting for BMC Remedy now fully certified, offers:

- **Data Management** – Synchronize contacts and groups from Remedy to the Everbridge platform
- **Incident Management Integration** – Automatically trigger Everbridge alerts once an incident has been created in Remedy
- **Change Management Integration** – Configure conditions in Remedy to automatically trigger Everbridge incidents when a Change ticket has been created in Remedy
- **Auto-Assignment** – Assign a Remedy incident to the first responder
- **Smart IT Integration** – Specific to Remedy 9.1, the Everbridge connector integrates with the Smart IT interface. A ticket created from Smart IT can trigger an Everbridge incident

For more information, please visit: http://italerting.com/bmc-remedy/.

**About Everbridge:**

Everbridge is a global enterprise software company that provides applications which automate the delivery of critical information to help keep people safe and businesses running. During mission-critical business events or man-made or natural disasters, over 2,700 global customers rely on the Everbridge platform to quickly and reliably construct and deliver contextual notifications to millions of people at one time. The company's platform sent over 1 billion messages in 2015,

and offers the ability to reach more than 200 countries and territories with secure delivery to over 100 different communication devices. A broad set of applications enable companies, hospitals, agencies, states, cities and towns to address issues related to severe weather and man-made incidents, IT outages and cyberattacks, safety of traveling staff, and facilitate regulation-compliant messaging. Everbridge serves 8 of the 10 largest U.S. cities, 7 of the 10 largest U.S.-based investment banks, 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, Beijing and London. For more information, visit www.everbridge.com, read the company blog, http://www.everbridge.com/blog, and follow on Twitter and Facebook.