

Everbridge Helps Customers Prioritize Safety During Winter Storm Jonas

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Critical Communications Platform Sent 17 Million Messages for Customers Across the East Coast

BURLINGTON, Mass.—([BUSINESS WIRE](#))—[Everbridge](#), a global provider of SaaS-based unified critical communications solutions, supported communities and corporations across the East Coast during the historic Winter Storm Jonas that battered much of the region last week. As residents were left to counter record amounts of snowfall, power outages, road closures and additional incidents, the [Everbridge critical communications system](#) was used by over 750 counties, cities and emergency organizations to send more than 14 million messages. Overall, Everbridge customers sent a total of over 17 million messages related to Jonas. These messages enabled communities to engage with residents in preparation for, and throughout the storm—improving severe weather awareness and adherence to emergency announcements.

"This was a record-breaking storm for the National Capital Region, and with Everbridge, we were able to keep our communities informed during every phase," said Sulayman Brown, Assistant Coordinator and Operations and Outreach Manager for [Fairfax County Office of Emergency Management](#). "As a region, we sent thousands of notifications to millions of residents, and as a result, I believe we helped residents to be more prepared than ever before."

In addition to communities that leveraged Everbridge to proactively communicate emergency alerts and updates to residents and visitors, many businesses and hospitals in the Mid-Atlantic and Tri-State region also used Everbridge and [Nixle Community Engagement](#) to deliver critical information to employees and customers. This helped to improve the safety of those individuals, and the resiliency of their businesses. Everbridge customer, [Digital Realty](#), used the system to communicate with its East Coast customers regarding the details of its storm support plan, and provide regular status updates on their sites in the path of the storm.

"The system enabled us to communicate reliably and effectively over the course of Winter Storm Jonas," said Mark Vaillancourt, Director, Command Center Operations at Digital Realty. "With Everbridge, we have a reliable solution to enable our customers to be informed at all times— even during severe weather emergencies."

During Winter Storm Jonas, communities and organizations utilized Everbridge's multi-modal capabilities to enable delivery in the event of power outages or overloaded phone lines. Throughout the remainder of the severe winter weather season, Everbridge is committed to facilitating reliable communication channels between emergency managers, law enforcement, organizations, businesses and the residents and employees they serve. Everbridge offers training with respect to best practices to improve communication effectiveness through [Everbridge University](#). Customers can also utilize the Emergency Live Operator phone line and a representative will assist them in sending an emergency notification, or they can call the Everbridge Support Center, available 24/7.

Additional details can be found online at: <http://www.everbridge.com/support>.

About Everbridge

Everbridge is a global provider of SaaS-based unified critical communications solutions. During mission-critical business events or man-made or natural disasters, the Everbridge platform enables customers to quickly and reliably deliver the right message and reach the right people, on the right device, in the right location, at the right time. Utilizing sophisticated communications technologies, Everbridge has the ability to deliver and verify messages in near real-time to more than 100 different communication devices, in over 200 countries and territories, in multiple languages – all simultaneously. 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, www.everbridge.com/blog, and follow on [Twitter](#) and [Facebook](#).

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