



Everbridge Named Top Enterprise IT Alerting and Incident Management Solution of 2019 by IT Central Station

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Peer Reviews from the IT Central Station Community Rank Everbridge at the Top of the Industry for Second Consecutive Year

BURLINGTON, Mass.--(BUSINESS WIRE)--Jan. 22, 2020-- [Everbridge](#), Inc. (NASDAQ: EVBG), the global leader in critical event management ([CEM](#)) to help keep people safe and businesses running, today announced that [IT Central Station](#), the leading product review site for enterprise technology, has [released](#) that Everbridge was ranked as the leading IT alerting and incident management tool of 2019, based on peer reviews from their user community. This marks the second consecutive year that [Everbridge IT Alerting](#) has received this distinction.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20200122005206/en/>



Everbridge helps to keep business operations running faster by maximizing systems uptime. Everbridge's [IT Alerting](#) solution provides Enterprise Incident Response management which enables enterprises to automatically and efficiently communicate and collaborate with key IT teams, proactively notify impacted business users and keep key stakeholders informed during an incident to minimize damage and accelerate resolution. Customers of IT Alerting have cited reductions in the amount of time it takes to launch response teams and initiate actions after an incident by as much as 93 percent. At an average cost of \$9,000 per minute for an IT outage (*source: Ponemon Institute*), companies can save hundreds of thousands of dollars per incident using IT Alerting.

In a testimonial that can be found on Everbridge's website, one of the [largest home improvement leaders in the U.S.](#) [explains](#) how their IT Service Desk effectively deployed the Everbridge IT Alerting solution to reduce the overall duration of "down store" IT incidents.

Everbridge's recognition as the Top Enterprise IT Alerting and Incident Management Solution stems from just a sampling of the following recent customer reviews:

Everbridge Named Top Enterprise IT Alerting and Incident Management Solution of 2019 by IT Central Station (Graphic: Business Wire)

"We have driven down our mean-time-to-restore (MTTR) by an average of about 45 minutes across all major outages. That is very substantial considering the cost of every minute of outage can be thousands of dollars lost. We are saving probably 100 plus hours of outage time within our customer-facing products per month, which is significant." – *one of the largest [banking and financial services software companies](#) in the world.*

IT Alerting "simplifies on-call schedule creation and management and allows us to focus on restoration rather than on calling people." – *a leading technology services company.*

Everbridge IT Alerting "integrates with our configuration management database and enables us to quickly identify target audiences for messaging." – *a global consulting firm.*

"Enterprises across the globe are selecting Everbridge to unify their approach to response management and streamline their communications, collaboration and orchestration processes – all of which ultimately helps them resolve incidents faster," said Vick Vaishnavi, Everbridge SVP of Global Solutions. "When a company's brand, infrastructure, IT systems or people are at risk, Everbridge's IT Alerting solution enables enterprises to mitigate damage to reputation, revenue, productivity, focus and customer service."

"This recognition maps to EMAs longstanding experience with Everbridge's customers," said Valerie O'Connell, Research Director at [EMA](#). "They uniformly report great value in the proactive orchestration of response to critical IT service disruptions whether from cyber-attacks, power outages, and

weather related emergencies to the more mundane, but equally intrusive, IT component failure, application latency, and change management related incidents. Everbridge IT Alerting leverages its well-established traction in leading global enterprises to bring innovation such as intelligent workflow automation – always looking for ways to further streamline and accelerate incident response and resolution.”

With Everbridge [IT Alerting](#), operational teams remain fully in control of IT task automation by embedding human decision points within workflows. Using bi-directional communications, a user can remotely control the advancement or execution of any step within a process, such as re-starting a server. Remote communications can be performed via SMS, IM, email, or phone.

Everbridge recently announced the [launch of Smart Orchestration Cockpit](#), now part of IT Alerting, enabling IT organizations to build, execute and monitor their incident response workflows using an intuitive drag-and-drop interface. The end-to-end, enterprise incident response solution streamlines processes, minimizes downtime, and accelerates resolution in a controlled, secure and predictable manner. An overview of Smart Orchestration can be watched [here](#).

“Everbridge has earned the #1 *Leader* spot due to its high ratings from customers, in-depth reviews, and strong interest from tech buyers,” said Russell Rothstein, Founder and CEO of IT Central Station. “Tech professionals increasingly rely on authentic peer reviews to shortlist vendors and select the right solution. Everbridge has distinguished itself as a provider of IT alerting and incident management software that receives high ranks from its customers.”

During the past year, over three million professionals, including those from 98 percent of the Fortune 100, have used IT Central Station’s crowdsourced reviews in their technology buying process. All reviews are validated by IT Central Station and are known for their depth and quality, with an average of 600+ words per review.

IT Central Station ranking factors and calculations are fully transparent and can be found at <https://www.itcentralstation.com/categories/it-alerting-and-incident-management>.

About Everbridge

[Everbridge](#), Inc. (NASDAQ: EVBG) is a global software company that provides enterprise software applications that automate and accelerate organizations’ 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 including IT outages, cyber-attacks or other incidents such as product recalls or supply-chain interruptions, over 4,800 global customers rely on the company’s Critical Event Management 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 through the secure delivery to over 100 different communication devices, and track progress on executing response plans. The company’s platform sent over 3.5 billion messages in 2019 and offers the ability to reach over 500 million people in more than 200 countries and territories, including the entire mobile populations on a country-wide scale in Australia, Greece, Iceland, the Netherlands, Peru, Singapore, Sweden, and a number of the largest states in India. The company’s critical communications and enterprise safety applications include Mass Notification, Incident Management, Safety Connection™, IT Alerting, Visual Command Center®, Public Warning, Crisis Management, Community Engagement™ and Secure Messaging. Everbridge serves 8 of the 10 largest U.S. cities, 8 of the 10 largest U.S.-based investment banks, 46 of the 50 busiest North American airports, 9 of the 10 largest global consulting firms, 7 of the 10 largest global auto makers, all 4 of the largest global accounting firms, 9 of the 10 largest U.S.-based health care providers, and 6 of the 10 largest technology companies in the world. Everbridge is based in Boston and Los Angeles with additional offices in Lansing, San Francisco, Beijing, Bangalore, Kolkata, London, Munich, Oslo, Singapore, Stockholm and Tilburg. For more information, visit www.everbridge.com, read the company [blog](#), and follow on [LinkedIn](#), [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, our goal to maintain market leadership and extend the markets in which we compete for customers, and anticipated impact on financial results. 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 attract, integrate and retain qualified personnel; 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, 2018 filed with the SEC on March 1, 2019. 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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