



Everbridge Wins 2020 Best Customer Experience Award From The Help Desk Institute (HDI)

August 17, 2020

With customer satisfaction scores nearly twice that of software-as-a-service (SaaS) peers, Everbridge's recent recognition by HDI represents the latest of several technology and services awards as the Critical Event Management leader helps organizations mitigate impacts of coronavirus

BURLINGTON, Mass.--(BUSINESS WIRE)--Aug. 17, 2020-- [Everbridge](#), Inc. (NASDAQ: EVBG), the global leader in Critical Event Management (CEM), announced the company received the [Best Customer Experience Award](#) from [The Help Desk Institute \(HDI\)](#), part of HDI's prestigious annual [Service and Support Awards](#) presented last week at [SupportWorld Live: A Digital Experience](#).

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20200817005308/en/>



HDI showcased individuals and teams that excel at service and support and elevate their businesses by maintaining the highest standards. Everbridge received [The Best Customer Experience Award](#) in recognition of an organization that 'best leverages its people, processes, and technology to drive customer satisfaction and loyalty for the brand.' This award also honors 'organizations that set high standards for customer interactions and instill that culture in their employees.'

"Customer focus is at the heart of everything we do," said Riz Karim, Head of Global Services & Support, at Everbridge. "Our Customer Support team helps businesses, governments and healthcare organizations around the world during some of the most difficult times and challenging situations. Whether responding to the ongoing COVID-19 pandemic, an approaching hurricane, supply chain disruption or cyberattack, our customers depend on the automation and scale of the Everbridge platform to keep their people safe and businesses running. We are proud of our platform's 100% uptime and

Everbridge Wins 2020 Best Customer Experience Award From The Help Desk Institute (HDI) (Photo: Business Wire)

response during the most critical event of our generation – the ongoing coronavirus pandemic."

The Everbridge platform delivered over 675 million communications specific to coronavirus so far. Everbridge recently introduced its [COVID-19 Shield](#)™ with [Return to Work](#) and [Contact Tracing](#) software for helping organizations manage the complex process of returning to the workplace.

To ensure its customers ubiquitous, global support, Everbridge operates several redundant support centers, available 24/7/365 and staffed by certified emergency managers to help organizations configure the Everbridge platform and provide training as well as proven best practices optimized for each customer's vertical market and for various types of critical events. For additional assistance, Everbridge gives customers access to an online knowledge base and [Everbridge University](#), providing free online training, as well as live on-site training. For the most extreme situations, where an organization cannot access the system but still must send emergency notifications, Everbridge maintains live operators available at all times who will execute critical event management procedures on behalf of the customer.

HDI evaluated Everbridge on the following criteria:

- Providing a thoughtful and strategic philosophy around customer experience management
- Evidence of a strategic methodology for measuring and communicating customer satisfaction to employees, management, and other key stakeholders
- Evidence of the effective integration of the customer experience initiative with the support organization's coaching, analyst training, and ongoing development
- Evidence of a strategic approach to managing dissatisfied customers
- Before-and-after evidence of the impact of the support organization's customer experience initiative on the customer experience

Additional recent recognition for Everbridge includes [Frost & Sullivan's Critical Event Management \(CEM\) Technology Leadership Award](#), expansion of its existing portfolio of over 160 patents with a [recent new award, certification as a 2020 Great Place to Work®](#) by the Global Authority on Workplace Culture, "Overall Best in Category" in the Emergency Mass Notification Software category for the [Spring 2020 Customer Success Report, Top Enterprise IT Alerting and Incident Management Solution by IT Central Station](#), one of [Boston's Best Places to Work in 2020](#), [Growth Company of the Year](#) by the Massachusetts Technology Leadership Council, as well as the Department of Defense's prestigious [Above and Beyond Award](#) for promoting supportive work environments for members of the U.S. National Guard and Reserve.

About HDI

For 30 years, HDI has partnered with thousands of professionals and their organizations to improve their performance by helping them to: drive change, harness knowledge, transform teams, make connections, and turn challenges into opportunities. HDI empowers the technical support and service management community to advance their strategy, operations and teams through optimized service delivery. From the employee to the enterprise, HDI transforms service and support through its comprehensive lineup of training and certification courses, industry-leading annual conferences, results-driven consulting services, community-based networking opportunities, and insightful research and informational resources. What does HDI stand for? HDI stands for smarter service resulting in better business outcomes. Learn more at <https://www.thinkhdi.com>. HDI is brought to you by Informa Tech.

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 5,300 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 550 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, New Zealand, 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, 9 of the 10 largest U.S.-based investment banks, 47 of the 50 busiest North American airports, 9 of the 10 largest global consulting firms, 8 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 7 of the 10 largest technology companies in the world. Everbridge is based in Boston and Los Angeles with additional offices in Lansing, San Francisco, Abu Dhabi, Beijing, Bangalore, Kolkata, London, Munich, New York, Oslo, Singapore, Stockholm and Tilburg. For more information, visit <https://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 successfully integrate businesses and assets that we may acquire; 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 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, 2019 filed with the SEC on February 28, 2020. 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.

All Everbridge products are trademarks of Everbridge, Inc. in the USA and other countries. All other product or company names mentioned are the property of their respective owners.

View source version on [businesswire.com](https://www.businesswire.com/news/home/20200817005308/en/): <https://www.businesswire.com/news/home/20200817005308/en/>

Everbridge:

Jeff Young

Media Relations

jeff.young@everbridge.com

781-859-4116

Joshua Young
Investor Relations
joshua.young@everbridge.com
781-236-3695

Source: Everbridge, Inc.