



Banner Health, One of the Largest Employers in the U.S., Selects Everbridge to Improve Patient Experience with Industry-Leading Indoor Wayfinding Solution

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Leading Healthcare Provider Joins Growing Number of Organizations Who Rely on Everbridge to Deploy the Most Advanced Indoor Navigation System to Ensure Positive Hospital Visits for Patients and Visitors

BURLINGTON, Mass.--(BUSINESS WIRE)--Oct. 5, 2020-- [Everbridge, Inc.](#) (NASDAQ: EVBG), the global leader in [critical event management](#) (CEM), today announced that [Banner Health](#), one of the largest nonprofit healthcare systems in the United States, with over 50,000 employees operating 28 hospitals across six states, implemented Everbridge's [Digital Wayfinding](#) indoor navigation solution to help improve patient experience at Banner–University Medical Center Phoenix, a nationally-recognized medical center ranked by *U.S. News & World Report* as one of the top 50 hospitals in the U.S. for specialty care. Digital Wayfinding introduces turn-by-turn indoor navigation and positioning for real-time, step-by-step directions to a doctor's office or testing lab, as well as "Where am I?" location points within a hospital building, floor, or room.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20201005005529/en/>



"At Banner Health, we always strive to improve the experience of our patients and visitors by making every visit safe and stress-free," said Carla Fogarty, facility operations director of Banner–University Medical Center Phoenix. "Everbridge Digital Wayfinding has helped to bring all areas of our campus together, allowing guests to more knowledgeably navigate within the hospital and its offices, and ultimately creating a more positive visit."

Similar to traditional outdoor navigation systems, Digital Wayfinding provides voice prompts, off-route notifications, and visual landmark references to make sure a patient finds his or her way to important hospital appointments. Additional features include Parking Planner, Find My Car and Meet Me, all designed to help hospitals and health care networks increase customer satisfaction and loyalty, reduce missed or late appointments, and improve Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores.

Banner Health Selects Everbridge to Improve Patient Experience with Industry-Leading Indoor Wayfinding Solution (Photo: Business Wire)

Indoor navigation for patients also helps hospitals restore revenue-generating elective and other care procedures previously impacted amid concerns about infection from COVID-19.

"Banner Health joins a growing number of forward-thinking healthcare organizations that rely on Everbridge to help increase patient satisfaction and safety," said Eric Chetwynd, GM of Healthcare Solutions at Everbridge. "One measure of that satisfaction includes a visitor's positive experience on a medical campus or at the doctor's office. Everbridge's intuitive 'blue dot' indoor navigation helps patients more confidently make their way around a hospital setting, allowing them to better focus on what matters most – their health and well-being."

In addition to Banner Health, Everbridge supports over 1,500 healthcare entities including 9 of the 10 largest healthcare providers in the U.S., the top pharmaceutical, biomedical and medical device and manufacturing companies, as well as the largest managed care organizations, pharmacies, and statewide health alert networks (HANs), including the Centers for Disease Control and Prevention (CDC) and the National Institutes of Health (NIH).

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 600 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 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.

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