



## Everbridge Customer Success Leader Wins 2021 Stevie® Award Honoring Worldwide Sales Executives of the Year

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*Award Recognizes Commitment of Everbridge and its Global, Market-Leading Critical Event Management (CEM) Platform to Help Customers Keep Their People Safe and Organizations Running*

BURLINGTON, Mass.--(BUSINESS WIRE)--Feb. 24, 2021-- [Everbridge](#), Inc. (NASDAQ: EVBG), the global leader in [critical event management \(CEM\)](#), today announced its Vice President of Global Account Management & Customer Success MJ McCarthy earned a 2021 [Stevie® Award](#) in the category of "Worldwide Sales Executive of the Year." The award showcases McCarthy's leadership and ongoing commitment to helping Everbridge customers manage major threats to life safety and continuity of business and IT operations.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20210224005427/en/>



Most recently, the Everbridge team reporting to McCarthy played a significant role in supporting hundreds of customers across Texas and other U.S. states during freezing conditions and power outages. The Everbridge CEM platform assisted with hospital evacuations, supported state and local governments with their communication of critical information on shelters and low water supply, helped businesses and their IT teams conduct proactive and preventative measures in advance of power shutdowns, and enabled one of the top global chemical companies in the world to help maintain business continuity of plant operations.

Through McCarthy's leadership, Everbridge consistently achieves best-in-class customer retention of greater than 95%, as well as 98% customer satisfaction (CSAT) scores based on customer surveys.

Everbridge Customer Success Leader Wins 2021 Stevie® Award (Graphic: Business Wire)

"Our Account Management and Customer Success teams support businesses, governments and healthcare organizations around the world during some of the most difficult times and challenging situations," said Vernon Irvin, Chief Revenue Officer, Everbridge. "Whether helping our customers ensure the efficient and scalable distribution of a vaccine, 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 organizations running. We remain proud of the work of MJ McCarthy and her team to deliver the highest levels of customer success and satisfaction."

Now in its 15<sup>th</sup> year, the Stevie Awards remain highly sought-after worldwide, exemplifying achievement in business by organizations and individuals across more than 60 nations. According to the [awards site](#): "The Stevie Awards are the world's premier business awards. They were created in 2002 to honor and generate public recognition of the achievements and positive contributions of organizations and working professionals worldwide. In short order, the Stevie has become one of the world's most coveted prizes."

Everbridge, and its market-leading CEM Platform, remain widely recognized for its support during the ongoing [coronavirus pandemic](#) and subsequent [vaccine distribution](#). According to data compiled by global investment firm Battery Ventures and employee feedback shared on [Glassdoor](#), Everbridge became [the third highest-rated public cloud computing company to work for during COVID-19](#). In addition, Everbridge ranked top 50 in the largest company category by Comparably for [Best Company Culture and Best CEO](#), measuring employee sentiment across over 60,000 U.S. companies. Everbridge also recently received two *Tech Top 50* awards from the [Massachusetts Technology Leadership Council \(MassTLC\)](#) in the categories: [COVID-19 Response](#) and [Business Accomplishment](#).

Additional recognition for Everbridge includes the [Best Customer Experience Award](#) from [The Help Desk Institute \(HDI\)](#), a [Stevie® Award](#) in the category of "Female Executive of the Year – Business Services," [Frost & Sullivan's Critical Event Management \(CEM\) Technology Leadership 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 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 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 5,600 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 modalities, and track progress on executing response plans. 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 automakers, 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 with additional offices in 20 cities around the globe. For more information visit [www.everbridge.com](http://www.everbridge.com)

## 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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