



## Everbridge Named Top Enterprise IT Alerting Solution for 2020 by IT Central Station

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*Global Critical Event Management (CEM) Leader's Solution Wins Highest Ranking for Third Consecutive Year Based on User Reviews on Leading Enterprise Technology Review Site*

BURLINGTON, Mass.--(BUSINESS WIRE)--Mar. 17, 2021-- [Everbridge](#), Inc. (NASDAQ: EVBG), the global leader in [critical event management \(CEM\)](#), today announced that [IT Central Station](#), the leading product review site for enterprise technology, ranked Everbridge the top IT alerting solution for 2020 based on peer product reviews from its site. The honor marks the third consecutive year that [Everbridge IT Alerting](#) received this distinction.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20210317005509/en/>



“Everbridge won a Peer Award on top of the #1 Leader spot and held steadily on our site for the past four years,” said Russell Rothstein, Chief Executive Officer, IT Central Station. “This past year of COVID-19 led to a surge of online peer reviews, which meant tech professionals, buyers, marketers and analysts gained access to a plethora of in-depth, fresh content as they compare and select the best software and services on IT Central Station. This Peer Award serves as a testament to the leadership role Everbridge maintains in IT alerting and incident management solutions.”

Over 5,600 global customers rely on Everbridge to keep their people safe and organizations running in anticipation of, or amid, critical events. Everbridge’s [IT Alerting](#) solution provides enterprise incident response management, which enables enterprises to automatically and efficiently communicate and collaborate

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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](#) cite 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.

“Survival leapfrogged strategy in 2020 as IT organizations accelerated their moves to business process digitization, remote access, e-commerce, video conference and use of collaboration tools. The increased demand on IT performance remains a solid use-case argument in favor of Everbridge IT Alerting’s strengths, and well-established traction in leading global enterprises,” said Valerie O’Connell, Research Director, EMA. “This recognition reinforces EMA’s understanding of the value Everbridge delivers to its customers. They uniformly report great value in the proactive orchestration of response to critical IT service disruptions to accelerate 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 may occur via SMS, IM, email, or phone. Additionally, Everbridge enables 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.

“Everbridge counts IT Central Station awards among our highest honors because these awards come from authentic reviews from its community of users,” said Prashant Darisi, Vice President, Global Digital CEM Solutions, Everbridge. “A growing number of enterprises rely on Everbridge for rapid response management and communications, collaboration and orchestration to achieve better outcomes. Our IT Alerting solution enables enterprises to mitigate damage to reputation, revenue, productivity, focus and customer service.”

IT Central Station’s Peer Awards rank the world’s best tech products based on authentic, timely reviews from verified reviewers. Every reviewer on the site must be verified to help buyers make well-informed, smart business decisions. Winners were determined based on reviews verified and published between January 1, 2020 – December 31, 2020. All scores are calculated using IT Central Station’s algorithms, as explained in detail [here](#).

In addition to IT Central Station's recognition, Everbridge gained recent recognition 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](#).

Everbridge also won awards including 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" and [another](#) for "Worldwide Sales Executive of the Year," [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](#) (for 2019), 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 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 5,600 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](#)

## 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, 2020 filed with the SEC on February 26, 2021. 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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