



Everbridge Unveils Next-Generation 911 Solution to Modernize Emergency Calls to First Responders

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In partnership with emergency response data leader RapidSOS, Everbridge enhances 911 systems in the United States to better assist those in need during emergencies, and is now recognized as RapidSOS Ready

BURLINGTON, Mass.--(BUSINESS WIRE)--Jul. 26, 2021-- [Everbridge](#), Inc. (NASDAQ: EVBG), the global leader in [critical event management](#) (CEM), today announced its next-generation 911 solution designed to improve emergency dispatch in the United States. Through a partnership with [RapidSOS](#), Everbridge 911 Connect™, an extension of the company's CEM for Public Safety solutions, delivers enhanced location accuracy and provides unique caller identification information on wireless 911 calls, leveraging an expanded life safety database of over 250 million residential and business contacts. The new solution also captures critical information from residents to assist first responders while en-route to an emergency call, including special and functional needs, mental health impairments and household information, which is critical in helping responders with their daily mission.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20210726005191/en/>



Today, about 80% of all 911 calls in the U.S. come from mobile phones. The Everbridge 911 Connect™, will enhance the level of information coming into Emergency Communication Centers (ECCs) at the time of an emergency call.

"The work of 911 dispatchers saves lives, and Emergency Communication Centers should have the best available technology at their disposal," said David Meredith, CEO at Everbridge. "We're excited to partner with an industry leader like RapidSOS to offer best-in-class technology for providing life safety data and enhanced location accuracy for first responders to safely respond to and mitigate emergency calls, making every second count."

RapidSOS built the world's first emergency response data platform to securely link data from more than 350 million connected devices and sensors directly to first responders during emergencies. The platform provides intelligent, real-time data

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to first responders to support a faster and smarter emergency response. RapidSOS data is used by over 5,000 ECCs globally, covering 94% of the U.S. population.

"Advances in technology have transformed our world, but emergency infrastructure continues to lag behind," said Michael Martin, CEO of RapidSOS. "RapidSOS is thrilled to partner with Everbridge in service of some of the largest organizations to help them protect their customers, members, and employees. Together, we can empower first responders with the data they need to save lives."

[Everbridge 911 Connect](#) is now RapidSOS Ready and expands upon [Everbridge's existing E911 capabilities](#). When someone makes a 911 call from a mobile device, landline phone, or VoIP, Everbridge 911 Connect provides public safety alerting authorities and ECC dispatchers with life-saving incident-specific information about the 911 caller that they are not receiving today (such as name, device location, and contact address, as well as additional information such as special needs, medical condition, and photos) to accelerate emergency response. Should an incident evolve and impact more people, authorities can send mass notifications to a targeted area from one integrated Everbridge Critical Event Management platform.

Everbridge will have a booth at the [NENA](#) (National Emergency Number Association) Conference this year, as will RapidSOS, starting Monday, July 26, 2021, and will be available on site to answer questions and provide additional details.

An estimated [240 million calls are made to 911](#) in the U.S. each year. The national standard for Emergency Dispatch is responding to 90 percent of calls in under 10 seconds. Federal regulators estimate that saving a minute off emergency response times could save as many 10,000 lives a year. Location technology can make the 911 call centers more efficient. Within the enhanced platform, if a caller cannot communicate where they are, the dispatcher can log their cell phone number into the system and get their location. User data cannot be used for any non-emergency purpose, and only the responding 911 center will have access to the user's location during an emergency call.

Everbridge also recently announced the release of its industry-leading [Resident Connection](#) solution designed to expand the reach of first responders and emergency managers. Resident Connection provides Everbridge customers access to the most precise and complete name, address, and phone

(SMS, mobile, landline, and VoIP) data available in the United States, aggregated from more than 300 verified sources and geo-coded to home, street, or zip code. The database contains over 225 million resident and 28 million business contacts, allowing local, county, and state government leaders to quickly and accurately reach the largest number of people in an emergency.

Today, Everbridge supports over 3,000 first responder organizations and holds the position of global leader in population-wide Public Warning solutions used by over 1,500 municipalities, counties, cities, states and countries in every major region of the world including Europe, Asia, Oceania, the Middle East, Africa, and the Americas. Everbridge serves more countrywide deployments than any other provider, enabling the Public Warning system for many of the most technically-advanced countries including [Estonia](#), [Sweden](#), [Norway](#), [Iceland](#), Greece, the Netherlands, [United Kingdom](#), Singapore, New Zealand, [Australia](#), [Peru](#), and multiple countries across the Middle East and Africa; entire states including [California](#), [New York](#), Andhra Pradesh, [Kerala](#), [Florida](#), [Odisha](#), [Connecticut](#), [Vermont](#), [Massachusetts](#), [Washington, D.C.](#), [Oregon](#), West Virginia, and the [United States Virgin Islands](#); counties within 49 of the 50 U.S. states and within all of Canada's provinces, many of the largest cities in the world, and in support of the most populous Native American and First Nations tribes and indigenous populations across the globe. Everbridge also powers the front-end of the [Integrated Public Alert & Warning System \(IPAWS\)](#) gateway for the U.S. Federal Government to supplement their own communication channels for issuing live emergency and Presidential Alerts in the United States.

Everbridge featured some of the leading experts in the world on public safety technologies at its recent global [Road to Recovery](#) leadership symposiums. The topic of public safety best practices was addressed heavily during the sessions which featured keynote addresses by Presidents Bill Clinton and George W. Bush, former U.S. Secretary of State Dr. Madeleine K. Albright, Virgin Group Founder Sir Richard Branson, representatives from [EENA](#) (the European Emergency Number Association), and government officials, city mayors, and emergency management professionals from Australia, Canada, and the U.S., to name a few.

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 Organizations 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, cyberattacks or other incidents such as product recalls or supply-chain interruptions, over 5,700 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 <https://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.

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.

About RapidSOS

In partnership with public safety, [RapidSOS](#) has created the world's first emergency response data platform that securely links life-saving data from 350M+ connected devices to emergency services and first responders. Through the platform, RapidSOS provides intelligent data that supports over 5,000 Emergency Communications Centers worldwide, across 150 million emergencies in 2020. Together with innovative companies recognized as RapidSOS Ready, RapidSOS is supporting first responders in saving millions of lives annually.

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