



Everbridge Wins Two 2021 Stevie® Awards Honoring Customer Service Team of the Year

September 1, 2021

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)--Sep. 1, 2021-- [Everbridge](#), Inc. (NASDAQ: EVBG), the global leader in [critical event management \(CEM\)](#), today announced its Customer Support team earned two Silver 2021 [Stevie® Awards](#) in the categories of "Customer Service Department of the Year" and "Customer Service Team of the Year." The awards showcase the Support Team's 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/20210901005579/en/>



With the rising challenges associated with the Future of Work, Internet of Things (IoT), Big Data, and 5G, the Everbridge team plays a significant role in supporting many global enterprises as they [manage and mitigate IT and cyber incidents](#), helping to protect revenue while reducing expenses and ensuring uninterrupted customer experiences. Recently, Everbridge Support also aided hundreds of customers across California and the Pacific Northwest amidst record-breaking wildfires. The Everbridge CEM platform assisted with evacuations, supported state, county, and local governments with their communication of critical information on shelters, road closures, and instructions for residents with special needs, and helped businesses undertake proactive and preventative measures in advance of approaching fires.

Everbridge Wins Two 2021 Stevie Awards Honoring Customer Service Team of the Year (Photo: Business Wire)

The Customer Support team consistently achieved best-in-class client support by decreasing Average Time-To-Resolve cases by 36%, reducing Time-To-Value for

customers by over 20%, and achieving 98% CSAT on transactional surveys after each support interaction.

The judges repeatedly focused on the Customer Support team's support of clients through the COVID-19 pandemic. Among the feedback:

- "Congratulations to the team for their great effort, especially during such a big global crisis."
- "The company has a clear service strategy. This strategy has enabled the company to overcome the pandemic."
- "Everbridge has spent a lot of time going from very good to excellent during a very difficult circumstance. I hope they take over the world so that we can have their support in all CS departments."
- "98% CSAT score is amazing, especially held after each support interaction. My congratulations to all the team."
- "I like the people-first approach in particular and how you are tackling it through challenging times."
- "A very different year dealt with extremely well."
- "Great service provided by the team. Keep up the great work!"

"Our Customer Support team helps businesses, governments and healthcare organizations around the world during some of the most difficult and challenging situations," said Riz Karim, Senior Vice President, Global Services and Support at Everbridge. "Whether responding to the ongoing COVID-19 pandemic, fast-moving wildfires, supply chain disruption, or cyberattacks, our customers can depend on a world-class support team to help keep their people safe and organizations running. We are proud of the work our team does to deliver the highest levels of customer satisfaction."

Now in its 18th 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."

The Stevie Awards cap off a broader period of recognition for Everbridge including winning seven [Comparably Awards](#) and ranking as [the third highest-rated public cloud computing company to work for during COVID-19](#) by global investment firm Battery Ventures. Everbridge also received two

Tech Top 50 awards from the [Massachusetts Technology Leadership Council \(MasTLC\)](#) in the categories of COVID-19 Response and [Business Accomplishment](#). Additional recognition for Everbridge includes the [Best Customer Experience Award](#) from [The Help Desk Institute \(HDI\)](#), [Frost & Sullivan's Critical Event Management \(CEM\) Technology Leadership Award](#), and [certification as a Great Place to Work®](#) for the second consecutive year by the Global Authority on Workplace Culture.

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, cyber-attacks or other incidents such as product recalls or supply-chain interruptions, over 5,800 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 25 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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