



## xMatters, an Everbridge Company, Receives Top 'Leader' and 'Outperformer' Ranking Within 2022 GigaOm Radar Report for Incident and Task Management Solutions

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Everbridge's xMatters solution "stands out as an Outperformer due to its advanced feature set and its rate of feature growth," per latest research

BURLINGTON, Mass.--(BUSINESS WIRE)--May 4, 2022-- [Everbridge, Inc.](#) (NASDAQ: EVBG), the global leader in critical event management ([CEM](#)), today announced that the company's enterprise IT and cyber resilience solution, [xMatters](#), has been named the *Leader* and sole *Outperformer* in the [2022 GigaOm Radar Report for Incident and Task Management Solutions](#). The report evaluates service providers based on a range of key criteria, including technical capabilities, product roadmap, innovation, and ability to execute. The GigaOm Key Criteria and Radar reports give prospective buyers an overview of the top incident and task management solutions in the market to help decision makers evaluate platforms and decide where to invest.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20220504005695/en/>



"With its acquisition by Everbridge, xMatters was able to further extend its reach to enhance operational awareness beyond just the technical to also support a business response," states the GigaOm Report. "xMatters has purpose-built integrations and runbooks to address the technical issues and Everbridge has purpose-built technology to evaluate business risk and engage the proper business teams such as HR, marketing, and customer success. This means organizations can work across departments to address incidents."

#### Among GigaOm's findings:

- "xMatters scored high on the escalation level key criteria as its escalation policies can be fine-tuned to create custom schedules more easily than its competitors. An audit trail can show timelines of an issue and actions taken to correct it. Service dependency maps give users a view of what a particular technology stack interacts with."
- "The xMatters solution has the highest score available for the runbooks key criteria because it sports native runbook automation."
- "Numerous integrations make xMatters highly customizable for any application, such as those used for emergency response, manufacturing, and technology. The use of intelligent noise suppression and other features of its Intelligent Signaling system are especially important in larger organizations."

xMatters, an Everbridge Company, Receives Top 'Leader' and 'Outperformer' Ranking Within 2022 GigaOm Radar Report for Incident and Task Management Solutions (Graphic: Business Wire)

Solutions and proven track record of helping the world's largest organizations achieve operational resilience," said Prashant Darisi, Vice President, Global Solutions, Everbridge. "Over the past year we have invested heavily in delivering additional value to our customers. This recognition is a testament to the success of those clients and our partners, and a validation of our continued efforts to ensure our Digital Operations Platform meets and exceeds the needs of the modern workplace."

With its acquisition and integration of xMatters in 2021, Everbridge's [Digital Operations Platform](#) helps organizations to save time and money, deliver continuous service uptime and maintain revenue streams. The platform extends Everbridge's market-leading [Critical Event Management \(CEM\)](#)

"We are honored to be recognized by leading analysts such as GigaOm for Everbridge's best-in-class Incident and Task Management

solutions to further support customers' digital transformation efforts, providing Everbridge's enterprise customers with the ability to automate and streamline digital service delivery and incident management across teams and toolsets, and enables organizations to innovate and accelerate digital transformation initiatives, while continuing to meet key uptime service-level agreements (SLAs) and deliver great customer experiences.

The platform includes many powerful capabilities to help organizations rapidly assess digital service interruptions, act quickly to mitigate these issues, and continuously improve processes and services. It addresses organizations' IT Ops, Security Ops & Cyber, DevOps, Infrastructure Ops, Customer Support and Major Incident Management (MIM) needs to keep operations running, safeguard revenue, and enhance enterprise operational resilience by managing digital and physical critical events through a single pane of glass.

To learn more about the Everbridge Digital Operations Platform, [click here](#).

[Download a complimentary copy of the 2022 GigaOm Radar for Incident and Task Management Solutions.](#)

### **About GigaOm**

GigaOm provides technical, operational, and business advice for IT's strategic digital enterprise and business initiatives. Enterprise business leaders, CIOs, and technology organizations partner with GigaOm for practical, actionable, strategic, and visionary advice for modernizing and transforming their business. GigaOm's advice empowers enterprises to successfully compete in an increasingly complicated business atmosphere that requires a solid understanding of constantly changing customer demands.

### **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, product recalls or supply-chain interruptions, over 6,100 customers in 76 countries 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. For more information, visit [www.everbridge.com](http://www.everbridge.com), read the company [blog](#), and follow on [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, 2021 filed with the SEC on February 25, 2022. 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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