



Everbridge Announces Integration of its IT Incident Response Automation Solution with Cherwell Service Management

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Enables Enterprises to Expedite Response to Critical IT Events Through New Generation, Purpose-built Incident Response Automation

BURLINGTON, Mass.--(BUSINESS WIRE)--Apr. 24, 2018-- [Everbridge, Inc.](#) (NASDAQ: EVBG), the global leader in critical event management and incident response automation, today announced the integration of its [IT Alerting](#)™ solution with [Cherwell Software](#), a global leader in enterprise service management. The combined solution provides Cherwell® Service Management (CSM) users with a full end-to-end Incident Response Management platform to enable significant and measurable reduction of IT response engagement times to as low as five minutes from well over 30-40 minutes. The integration will help Cherwell customers leverage the Everbridge platform to manage, control and automate the communication, collaboration and orchestration by IT teams to resolve major incidents faster, while minimizing the impact on business.

"We are pleased to be working with Everbridge as one of a growing number of Technical Alliance Partnerships," said Matthew Peeples, Vice President of Strategic Alliances, Cherwell Software. "This partnership enables joint customers to communicate, collaborate and resolve incidents faster, saving businesses critical time and limiting IT service disruption."

Once an IT event is detected and categorized as a major incident in Cherwell Service Management, Everbridge's Smart Routing™ functionality allows multi-modal targeted notifications to be sent automatically to the right IT team(s) and key stakeholders, while offering proactive notification to potentially-impacted business users. Unlike mass emails, the system cycles through SMS, voice calls, and push notifications for each contact until people respond. In the case of no response, alerts are automatically escalated to the next person in line or to management to ensure that no alert is ever missed. Collaboration and incident response synchronization are also accelerated and integrated with Everbridge's Smart Orchestration™ capability. IT resolvers can be assembled on a conference bridge or joined to a ChatOps in one-click, wherever they might be. This eliminates the need to send web invitations, dial-in numbers, access codes, or caller IDs. Furthermore, Smart Orchestration allows IT teams to connect services with minimal effort or human interaction to execute the remediation processes in a controlled and error-free fashion.

"We are looking forward to delivering the best value to our customers by helping them optimize and continuously improve their end-to-end incident response management," said Prashant Darisi, Vice President of Product Management, IT Alerting/IoT at Everbridge. "The Everbridge-Cherwell integration powers Cherwell's IT Service Management (ITSM) suite with the best-of-breed Smart Orchestration platform to significantly enhance the benefits and efficiencies for enterprises as they respond to critical events."

Everbridge IT Alerting augments Cherwell Service Management with communication, collaboration and orchestration capabilities, including:

- *Multi-modal, custom-tailored targeted notifications for different stakeholders*
- *Automatic functional and management escalations*
- *Workforce on-call schedules*
- *1-click smart conferencing from notification, 1-click ChatOps channel*
- *Conference call recording*
- *Automated response workflows for fast and controlled remediation*
- *Team response performance reporting and audit trail*

Several organizations are already leveraging the Everbridge and Cherwell integrated solution, and both organizations will engage together with their existing customers to help enterprises maximize the combined offering.

To learn more about Everbridge IT Incident Response Automation, visit www.italerting.com.

About Cherwell Software

Cherwell (@Cherwell) empowers organizations to transform their business through the rapid adoption and easy management of digital services. Cherwell's adaptable platform has enabled thousands of organizations to modernize their business operations with customizable service management, automation, and reporting across the enterprise. For more information, visit: www.cherwell.com.

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 faster. During public safety threats such as active shooter situations, terrorist attacks or severe weather conditions, as well as critical business events such as IT outages, cyber-attacks or other incidents such as product recalls or supply-chain interruptions, over 3,700 global customers rely on the company's SaaS-based 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, and track progress on executing response plans. The company's platform sent over 2 billion messages in 2017, and offers the ability to reach more than 200 countries and territories with secure delivery to over 100 different communication devices. The company's critical communications and enterprise safety applications include Mass Notification, Incident Management, Safety Connection™, IT Alerting, Visual Command Center®, Crisis Commander®, Community Engagement™ and Secure Messaging. Everbridge serves 9 of the 10 largest U.S. cities, 8 of the 10 largest U.S.-based investment banks, 25 of the 25 busiest North American airports, six of the 10 largest global consulting firms, six of the 10

largest global auto makers, all four of the largest global accounting firms, four of the 10 largest U.S.-based health care providers and four of the 10 largest U.S.-based health insurers. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Lansing, Orlando, Beijing, London, and Stockholm. For more information, visit 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, and our goal to maintain market leadership and extend the markets in which we compete for customers. 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 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 successfully integrate businesses and assets that we may acquire; 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, 2016 filed with the SEC on March 23, 2017. 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.

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