

Everbridge Enhances IT Alerting Solution with ServiceNow Integration

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LEXINGTON, Mass., April 23, 2015— [Everbridge](#), the worldwide leader in unified critical communications, today announced in advance of ServiceNow's "[Knowledge 15 Conference](#)" a bi-directional integration that seamlessly leverages the full power of the Everbridge IT Alerting solution without leaving the [ServiceNow](#) interface. This integration further highlights Everbridge's commitment to developing the most robust and intuitive platform for IT incident communication, response and resolution.

IT Alerting fills the gap between incident management solutions and IT team response and collaboration activities. Too often, organizations overinvest in incident management solutions that lack the necessary collaboration capabilities. Everbridge IT Alerting allows users to contact team members via email, voice, SMS and push notification anywhere in the world – and combines those features with automatic escalation of alerts and access to [on-call scheduling](#). The new ServiceNow integration from Everbridge automates time consuming manual tasks, including call trees, allowing users to respond as quickly as possible during critical incidents without leaving the ServiceNow interface.

"We will continue to integrate openly with other ITSM platforms to streamline the critical incident communication process for teams—reducing mistakes, decreasing mean time to repair and improving IT system uptime," said Imad Mouline, CTO of Everbridge. "Everbridge remains dedicated to delivering the best-in-class tools that teams need to quickly and efficiently manage and communicate IT incidents both internally and to customers."

In addition to the ServiceNow integration, Everbridge IT Alerting features multiple integration options that support the following ITSM platforms: BMC Remedy (Remedyforce, FootPrints), HP Service Manager, Cherwell and CA Service Desk. In addition, IT Alerting supports several monitoring solutions, including: Microsoft SCOM, IBM Netcool, SolarWinds, Nagios, Splunk, Zabbix and New Relic.

"Everbridge continues to invest in an extremely comprehensive IT Alerting platform designed to meet the time-sensitive and unique needs of global IT support teams," said Steven Kiss of SuMO IT Solutions. "Through the integration with ServiceNow and other service management and monitoring platforms, Everbridge customers continue to benefit from the global reach, reliability and functionality of the platform, resulting in faster incident resolution and improved collaboration."

About Everbridge

Everbridge is the leading critical communications platform trusted by corporations and communities of all sizes to connect the right people for real-time collaboration and response. Connecting more than 100 million people and internet-enabled devices, the company assures that secure, compliant communications are delivered and confirmed, whether locally or globally. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London. For more information, visit www.everbridge.com, read the company blog, <http://www.everbridge.com/blog>, and follow on [Twitter](#) and [Facebook](#).