



Solutions for Unified Critical Communications

In Case of Crisis and Everbridge

Automating Mobile Crisis Management & Communications

APRIL 14, 2016

Agenda

Automating Mobile Crisis Management & Communications

- + Introduction and housekeeping
- + Introduction to RockDove Solutions
- + Introduction to Everbridge
- + **Mobile Crisis Management with In Case of Crisis**
- + **Automating Communications with Everbridge**
- + Audience Q&A



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JOIN OUR EVERBRIDGE INCIDENT
MANAGEMENT PROFESSIONALS GROUP ON
LINKEDIN

Introduction

Our Presenters



Christopher Britton
Chief Operating Officer
RockDove Solutions



Annie Asrari
Senior Product Manager
Everbridge

About RockDove Solutions

The background of the slide is a solid light blue. Overlaid on this are several large, overlapping, curved shapes in a slightly darker shade of blue. These shapes are positioned primarily on the right side and bottom of the slide, creating a sense of depth and movement. The overall aesthetic is clean and modern.



Emergency
Procedures



Safety
Guideline



Crisis
Plans



Incident
Reporting



Alert
Notifications



Key Contact
Directories



Interactive
Content

24/7

24/7 Access
Always

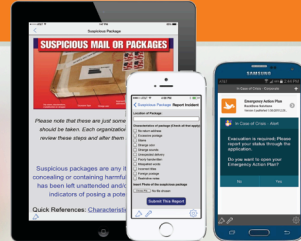


RockDove
SOLUTIONS

www.RockDoveSolutions.com

YOUR PLANS ^{IN THE} RIGHT HANDS

In Case of Crisis



 **Safe and Secure Access** to
Emergency Procedures, Safety Guidelines
and Business Continuity Plans

 **Two-way Communications** that
are Effective and Timely

 **Customized Content** to Your
Brand and Your Plan



Company Facts

- Headquartered in VA, Privately-held and Woman Owned
- Developer of **In Case of Crisis**, the Award Winning Enterprise Mobile Solution
- Over 800% Growth Over the Past 24 Months
- Serving Hundreds of Institutions, Large and Small, Public and Private



RockDove
SOLUTIONS

Our Mission

Make Your Plans
Accessible and Operational

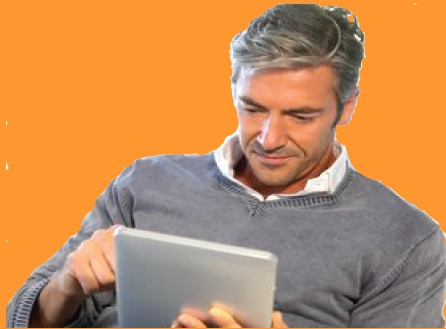
*Anytime, Anywhere,
Always*



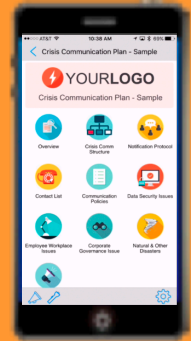
PRODUCT OVERVIEW: In Case of Crisis *Enterprise Mobile Solution*



- **Enroll** your user groups in an automated way
- **Publish** plans/playbooks, situation reports, checklists and more
- **Send** notifications to your people
- **Track** and manage Incident reports



Recovery Playbook



Crisis Plan





In Case of Crisis

by  RockDove Solutions

Highlights



Available on the
App Store



ANDROID APP ON
Google play

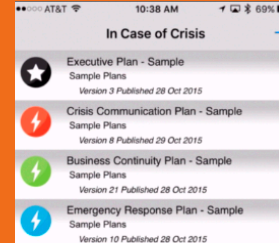


Available at
amazon appstore
for Android

Support multiple
platforms



Support Unlimited
Users



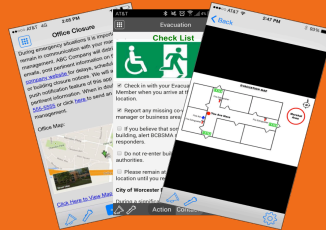
Publish Multiple Plans
Saved Locally



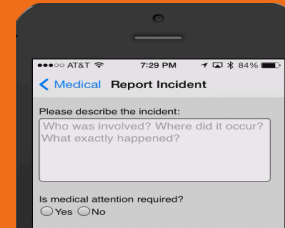
Secure Access – Your
Plans In The Right Hands



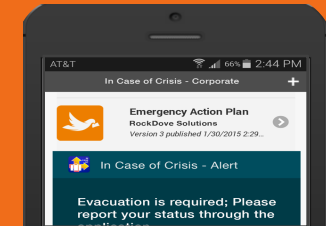
Custom Branding &
Content – Your Plans
Mobile Ready



Actionable Content –
URL Links, Maps, Check
Lists and More



Custom Forms with GPS
and Picture Attachments

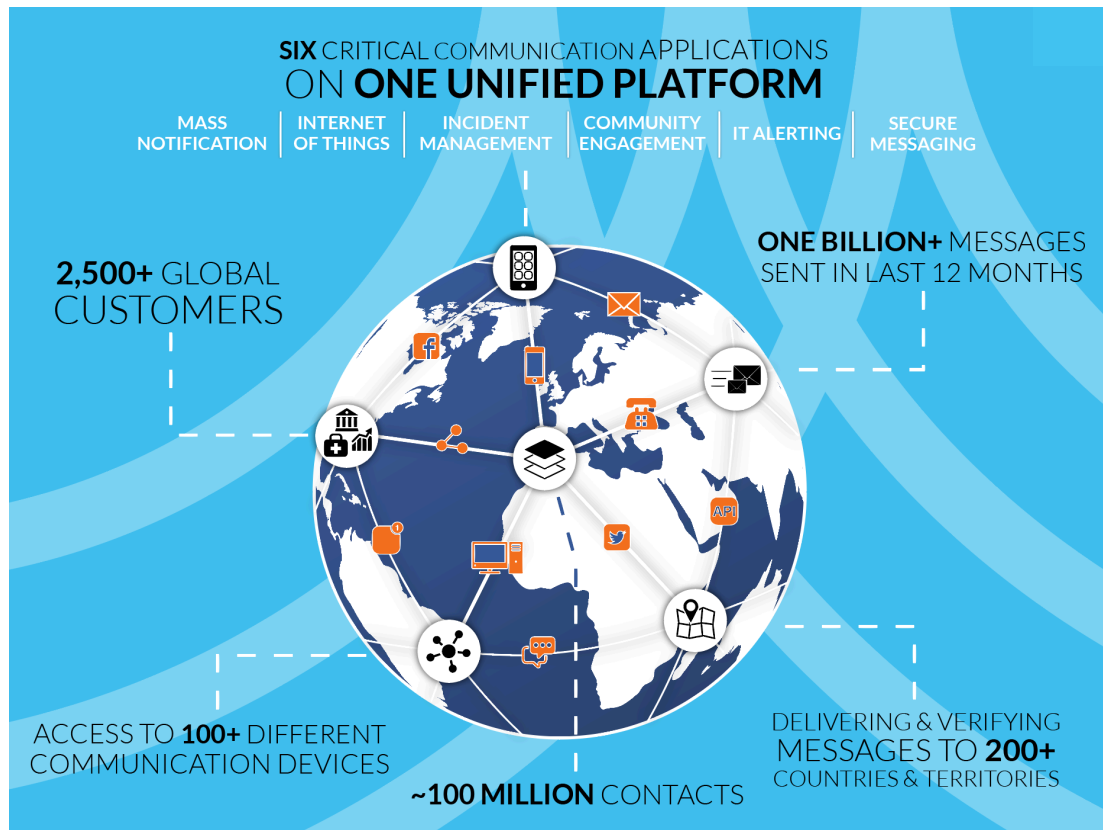


Send push and emails
alerts in seconds

About Everbridge

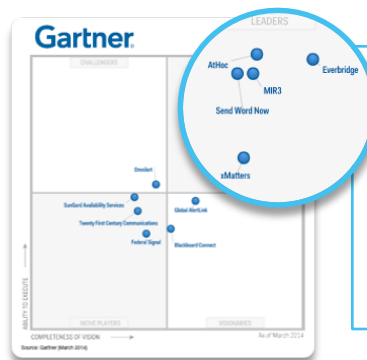
The background of the slide is a solid light blue. Overlaid on this are several large, overlapping, curved shapes in a slightly darker shade of blue. These shapes are positioned on the right side of the slide, creating a sense of depth and movement. The overall design is clean and modern.

Who We Are



EVERBRIDGE: FOUNDED 2002

When **every second counts**, Everbridge connects the **right people and devices**, whether around the corner or across the globe, with the right information



MARKET LEADING
11th straight year of growth as the Market Leader

ASSURED CRITICAL COMMUNICATIONS



2,500 +
ENTERPRISE
7,000 +
AGENCIES



100 MILLION
connected
devices



1 BILLION
messages sent
per year



18 GLOBAL
data centers
& office locations

Everbridge Critical Communication Platform



BUSINESS



HEALTHCARE



GOVERNMENT



Customer Communications



IoT Medical Device Alerting



Internet of Things Asset Monitoring



On-Call Scheduling



Situational Intelligence



Secure Mobile Collaboration



Emergency Notification



Physical & Cyber Security Response



IT Service Alerting



Incident Management



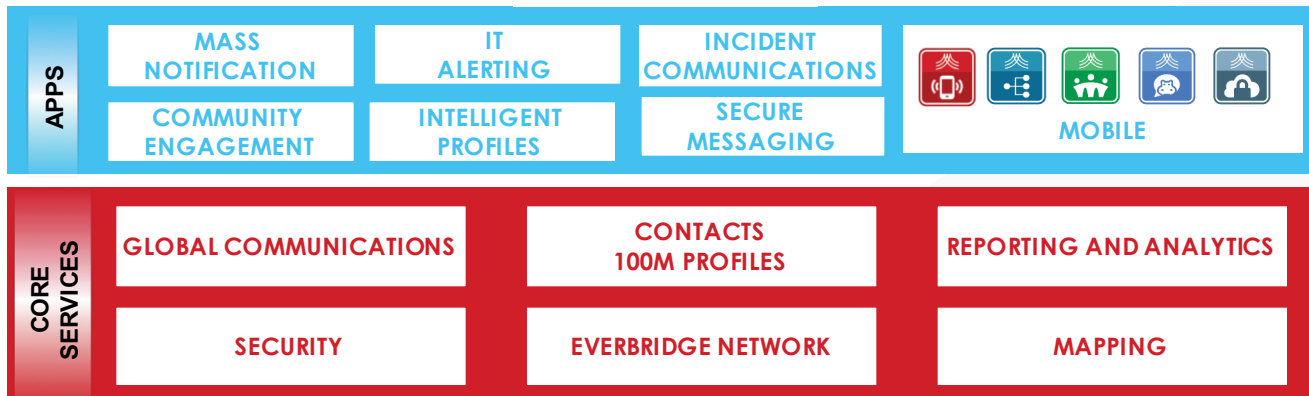
Code Alerts



Community Engagement

EVERBRIDGE OPEN

APIs and CONNECTORS



2,500+ CUSTOMERS ACROSS MULTIPLE MARKETS

ENTERPRISE



Finance

3 of the Top 5
Investment Banks



Transportation

21 of the Top
25 Airports



Energy

3 of the Top 5
Nuclear Systems



Technology

14 of the Top 20 Tech
Companies



HEALTH



Hospitals

9 of the Top 10
Healthcare Systems



GOV



State and Local

7 of the Top 10
US Cities



Mobile Crisis Management with In Case of Crisis

The background of the slide is a solid light blue color. Overlaid on this are several large, overlapping, curved shapes in a slightly darker shade of blue. These shapes are positioned on the right side of the slide, creating a sense of depth and movement. The overall design is clean and modern.

California



New York



France



China



Easy Setup

- ✓ Load your plans
- ✓ Define your recipients
- ✓ Launch





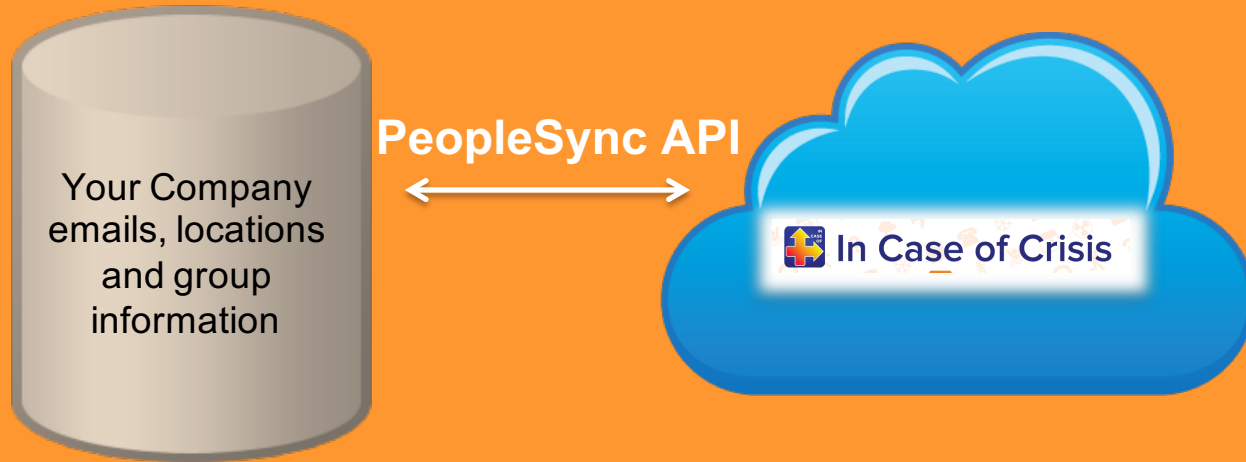
In Case of Crisis

by



RockDove Solutions

Authorized Users Auto-Updated

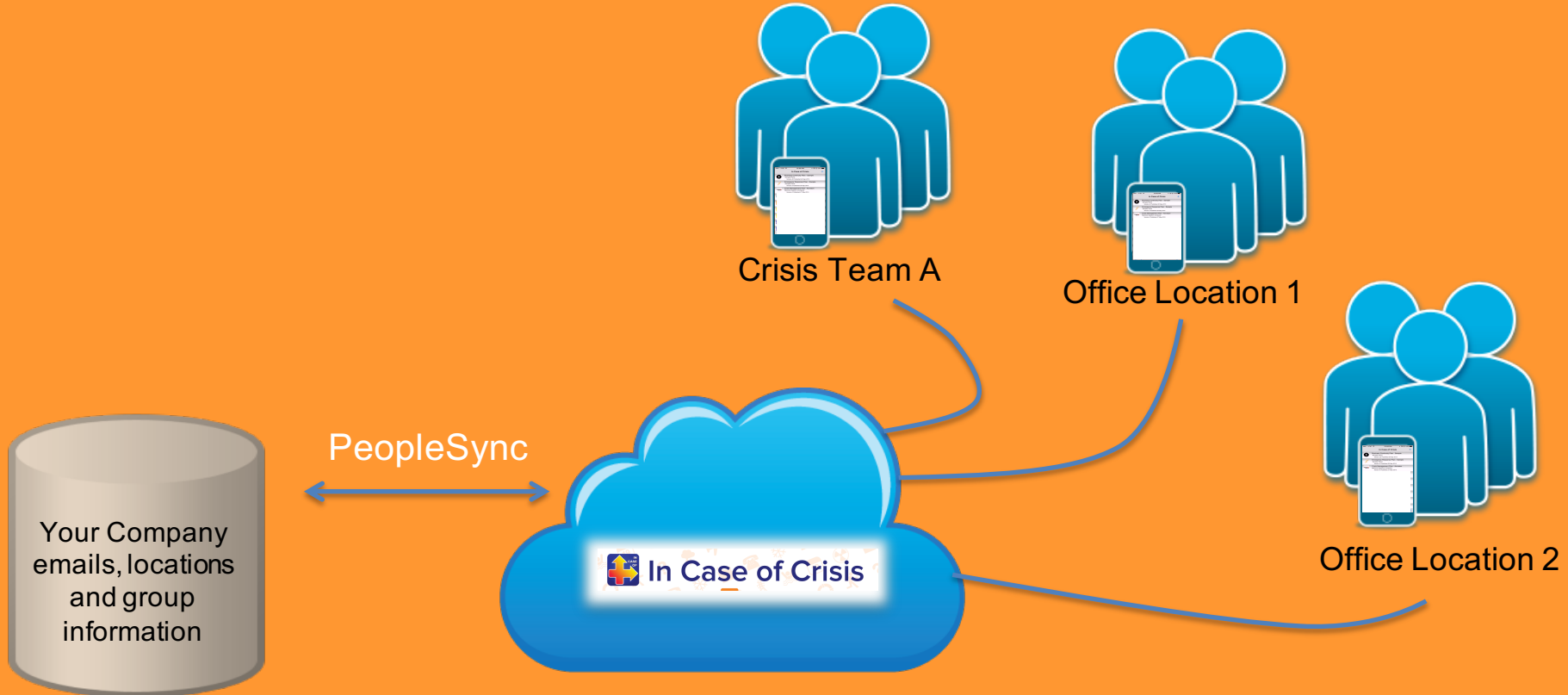




In Case of Crisis

by RockDove Solutions

Plans Access Assigned by Group

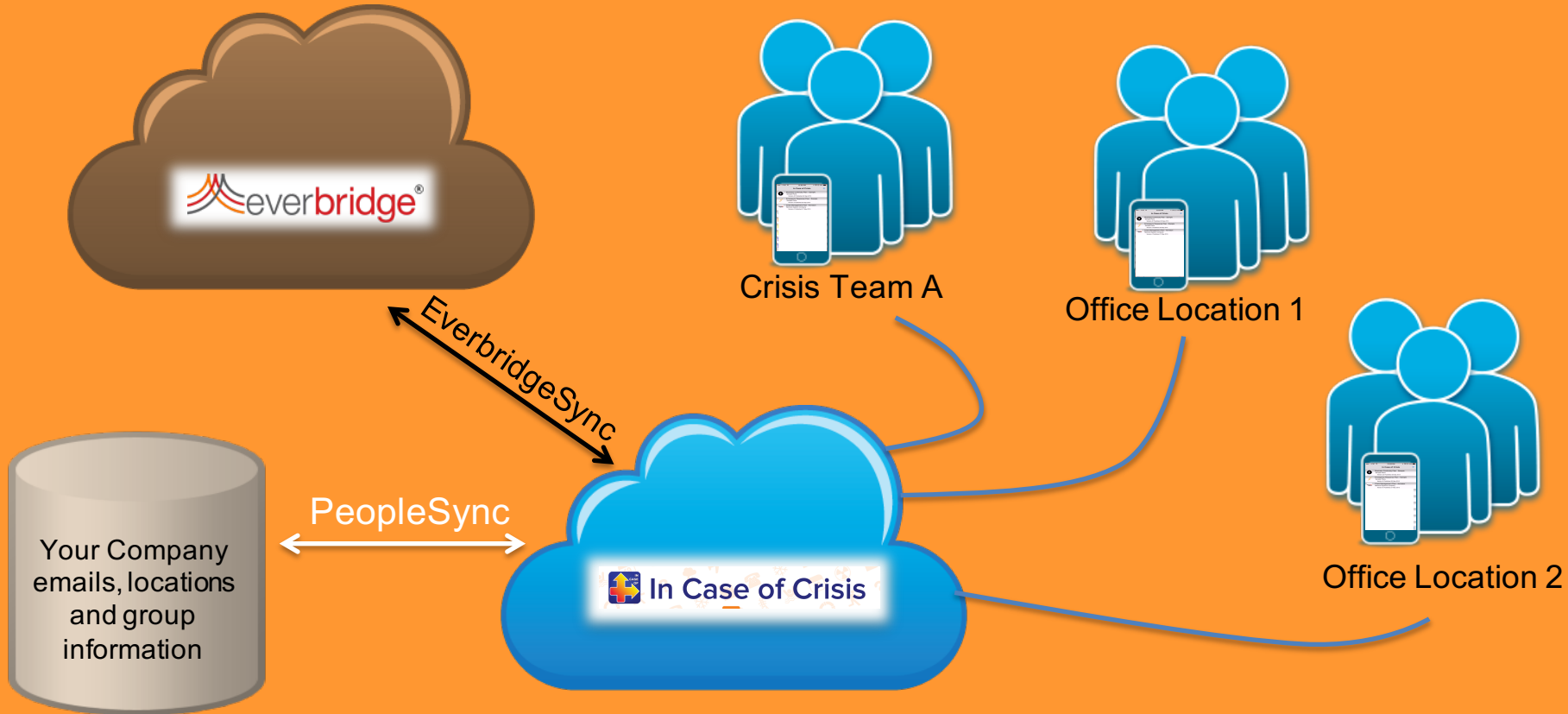




In Case of Crisis

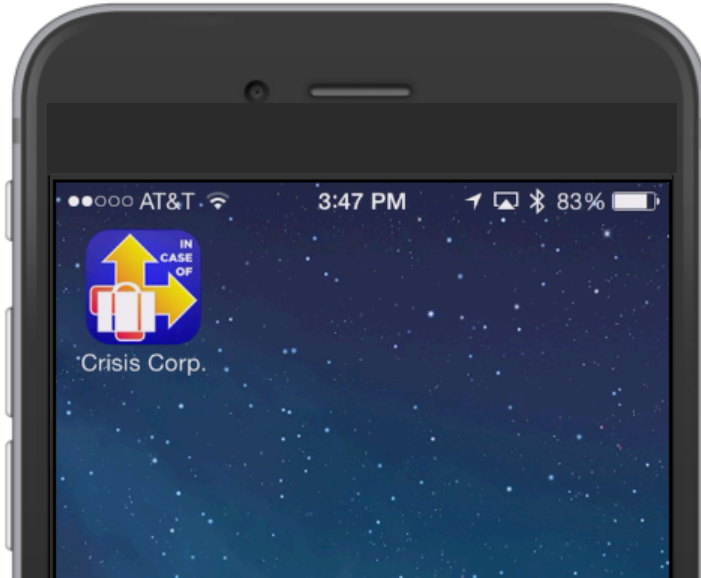
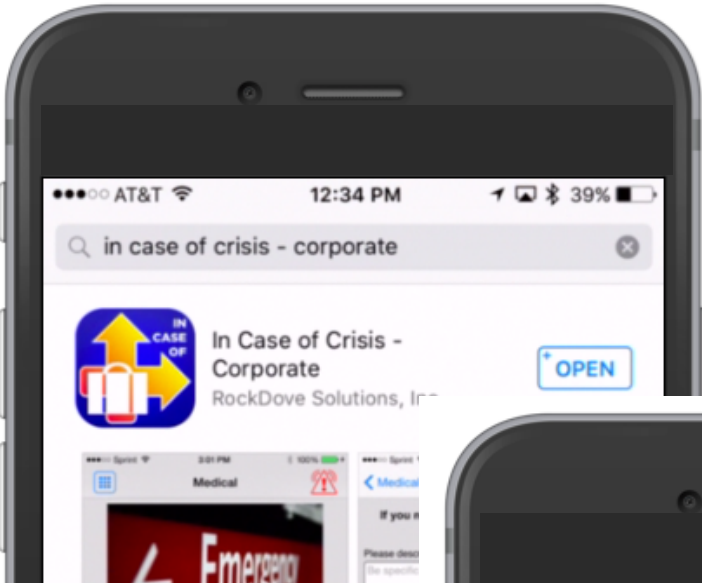
by RockDove Solutions

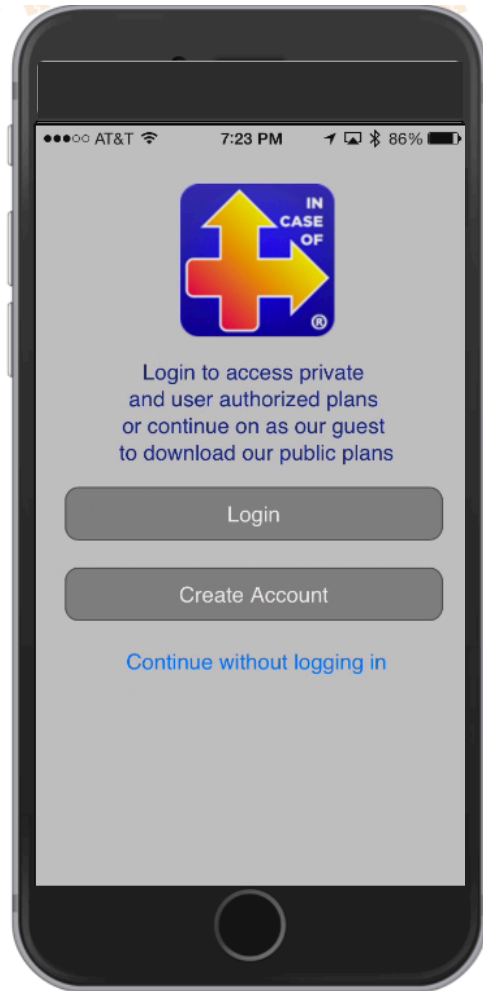
Plans Access Assigned by Group



Users Register

- ✓ Users download the In Case of Crisis mobile app from their AppStore





Users Register

- ✓ Users download the In Case of Crisis mobile app from their AppStore
- ✓ Users register in the app

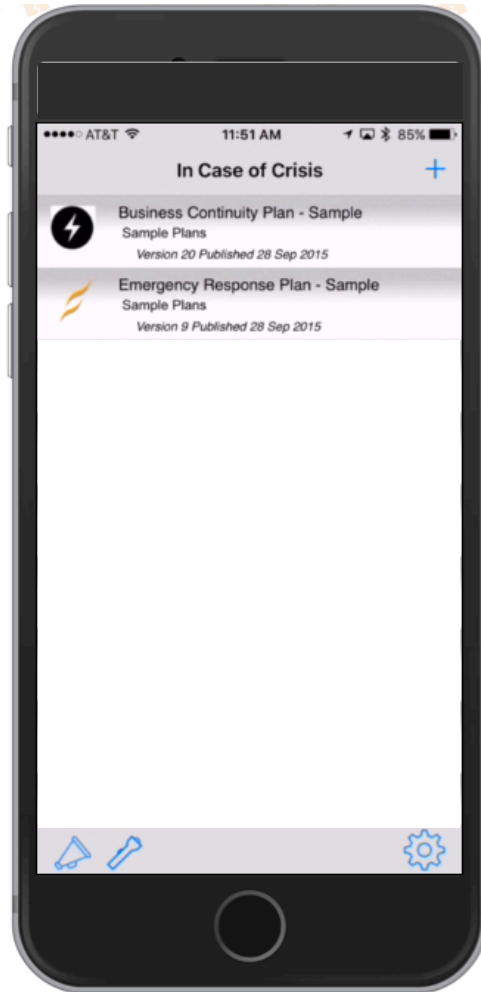




Users Register

- ✓ Users download the In Case of Crisis mobile app from their AppStore
- ✓ Users register in the app
- ✓ Assigned plans are downloaded





Users Register

- ✓ Users download the In Case of Crisis mobile app from their AppStore
- ✓ Users register in the app
- ✓ Assigned plans are downloaded



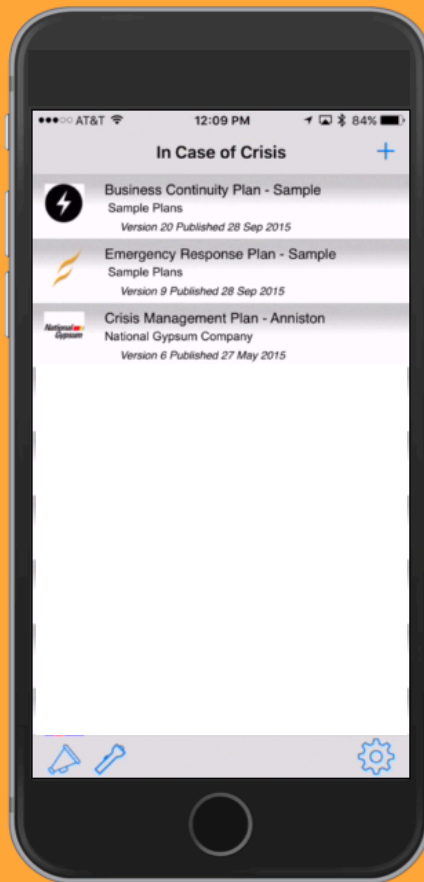


In Case of Crisis

by  RockDove Solutions

Instant Access To Your Plans

- ✓ Plans are Saved Locally
- ✓ Version Controlled
- ✓ Automatically Updated



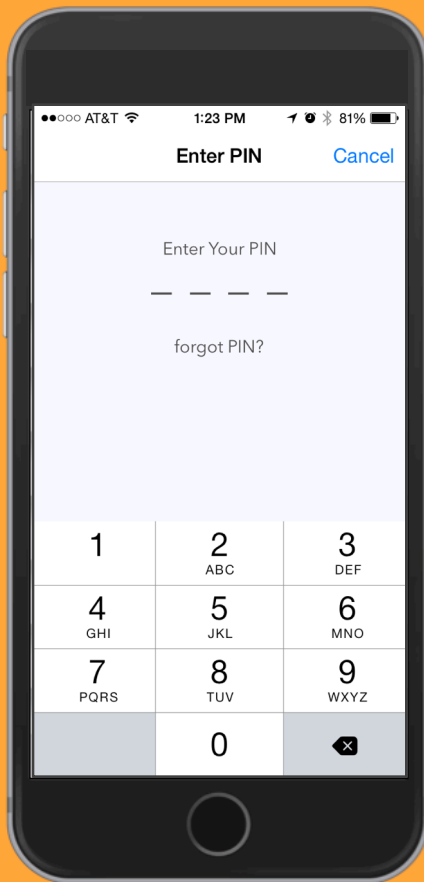


In Case of Crisis

by RockDove Solutions

Instant Access To Your Plans

- ✓ Plans are Saved Locally
- ✓ Version Controlled
- ✓ Automatically Updated
- ✓ Pin Protected



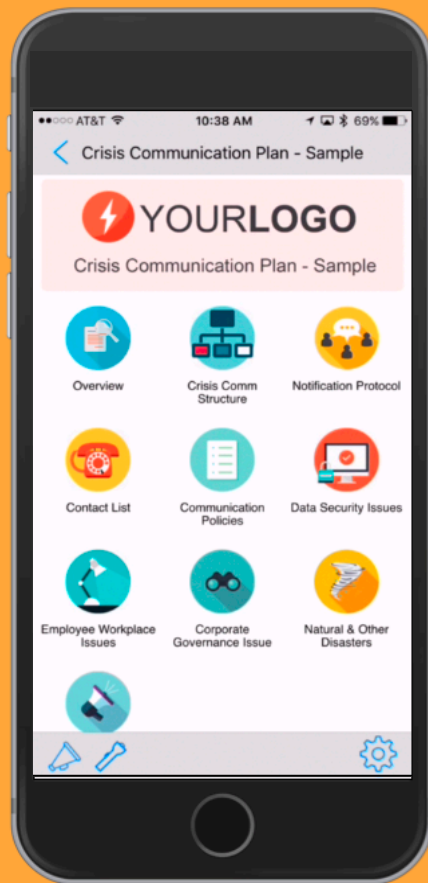


In Case of Crisis

by  RockDove Solutions

Instant Access To Your Plans

- ✓ Plans are Saved Locally
- ✓ Version Controlled
- ✓ Automatically Updated
- ✓ Pin Protected
- ✓ ...and a Tap Away



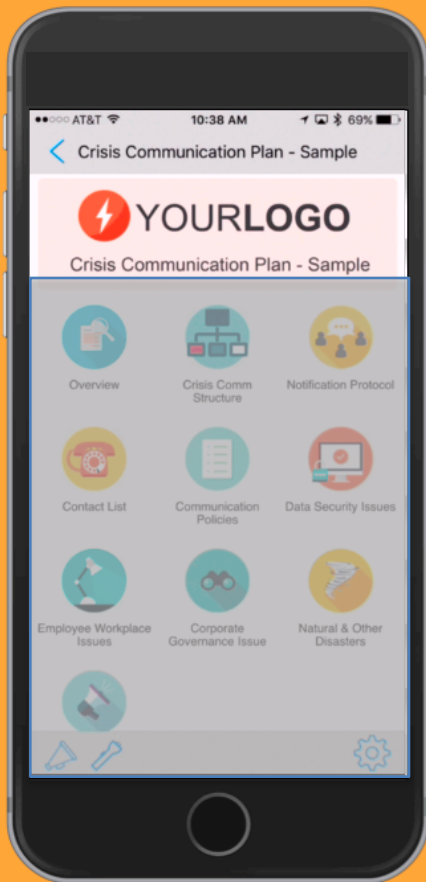


In Case of Crisis

by  RockDove Solutions

A Proven Framework

- ✓ Actionable Banner
- ✓ Your Branding and Colors



Connect to a
Conference Call



Submit an
Incident Form

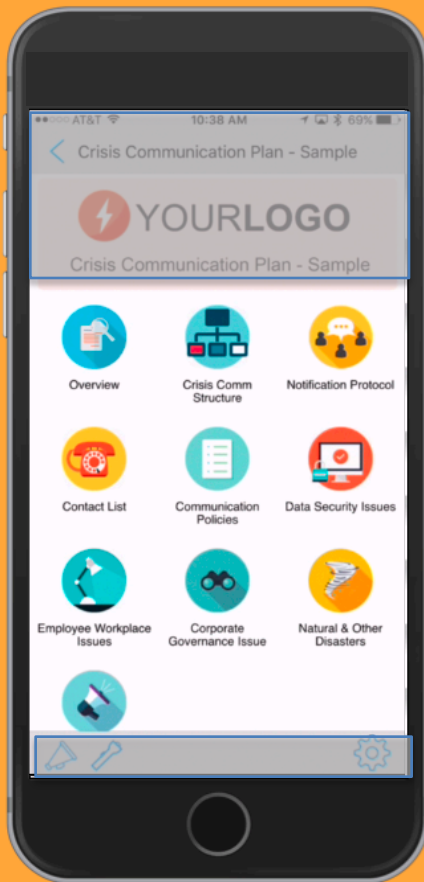


In Case of Crisis

by  RockDove Solutions

A Proven Framework

- ✓ Actionable Events or Situations
- ✓ Your Topics and Content
- ✓ Leverage a Library of Icons and Templates



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



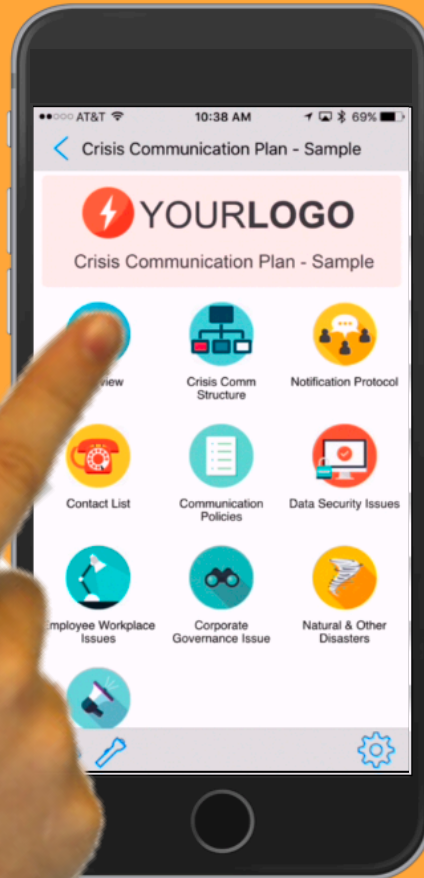
Now Who To
Call By Event



In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

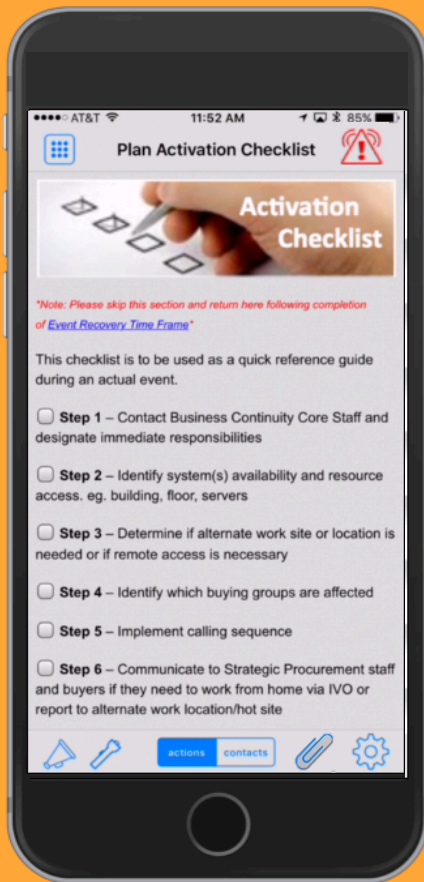


In Case of Crisis

by RockDove Solutions

Operationalize Your Plans

✓ Include Check-Lists & Tables



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

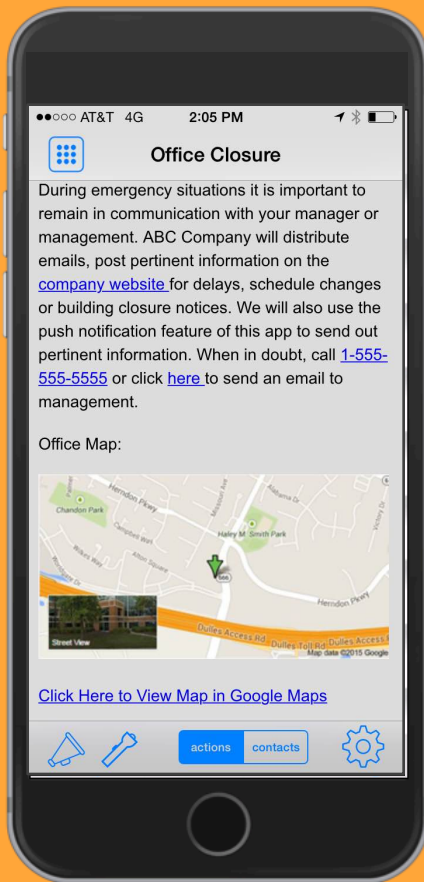


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

- ✓ Include Check-Lists & Tables
- ✓ Rich Content, i.e. Interactive Maps & URLs



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

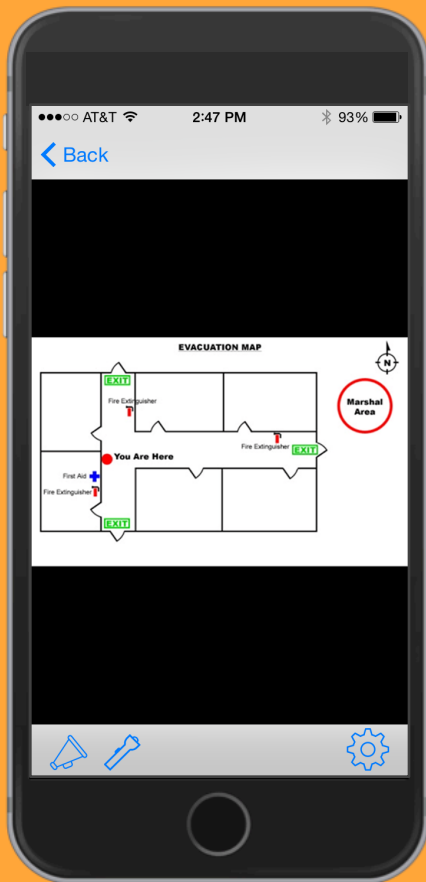


In Case of Crisis

by RockDove Solutions

Operationalize Your Plans

- ✓ Include Check-Lists & Tables
- ✓ Rich Content, i.e. Interactive Maps & URLs
- ✓ View Attached Documents & Diagrams



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

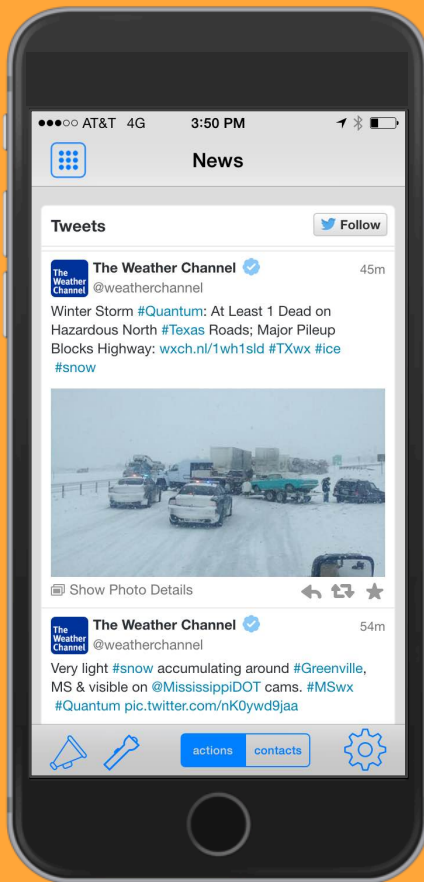


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

- ✓ Include Check-Lists & Tables
- ✓ Rich Content, i.e. Interactive Maps & URLs
- ✓ View Attached Documents & Diagrams
- ✓ Embed RSS Feeds



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

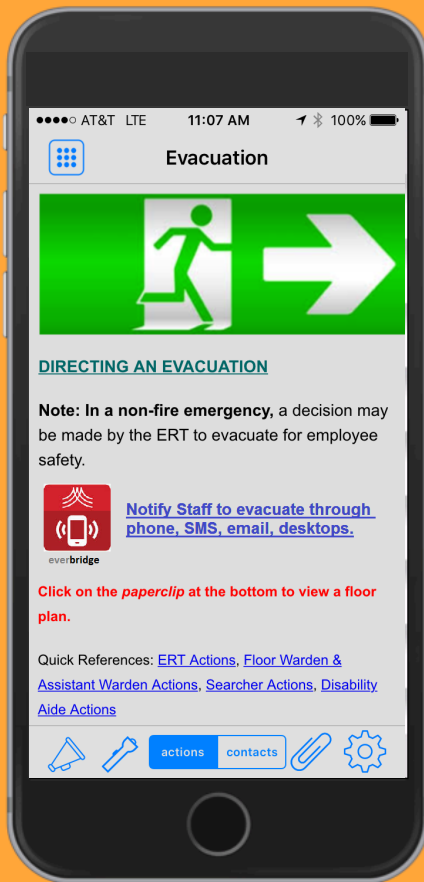


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

✓ Directly link to the Everbridge service



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

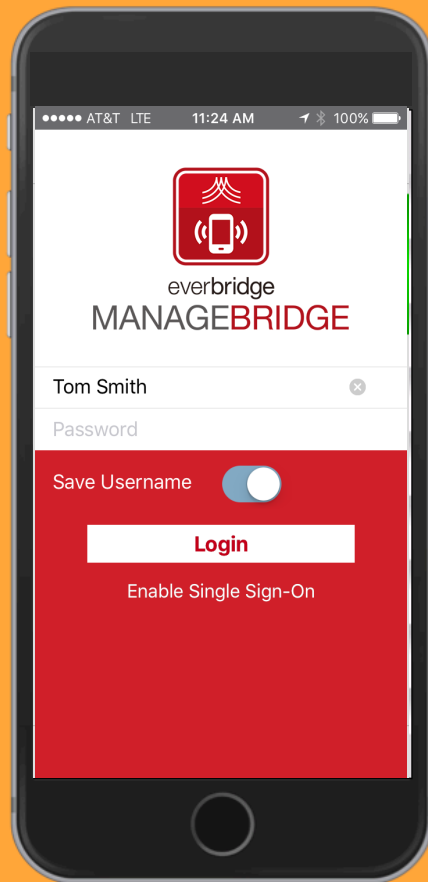


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

✓ Directly link to the Everbridge service



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

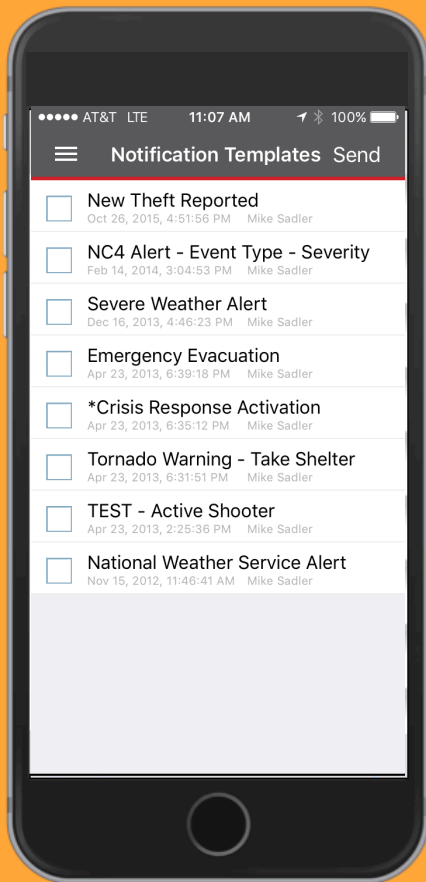


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

- ✓ Directly link to the Everbridge service
- ✓ Pick your template and send an alert



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

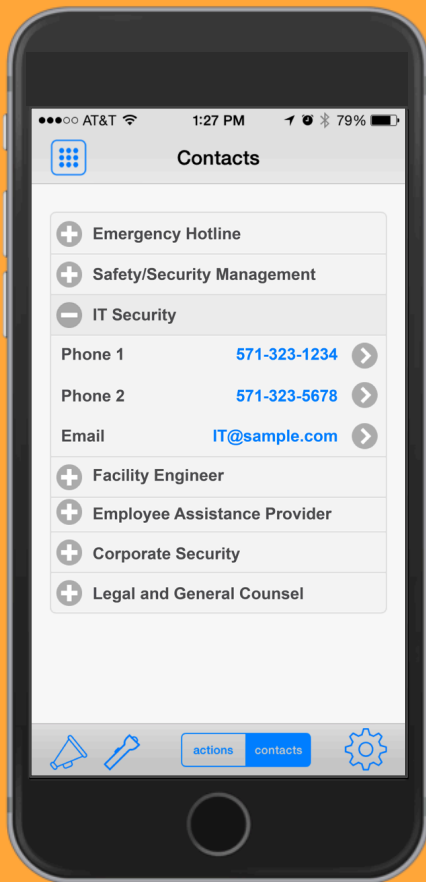


In Case of Crisis

by RockDove Solutions

Operationalize Your Plans

- ✓ Easily Communicate with the Right Person
- ✓ See Who to Contact by Event in the Plan
- ✓ Sort and Drill Down by Function
- ✓ Tap to Call or Email



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

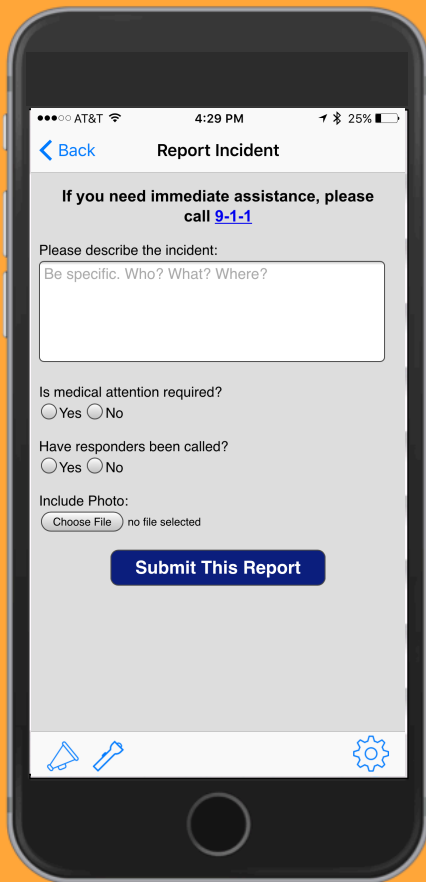


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

- ✓ Create Custom Forms, i.e. Incident Forms by Topic
- ✓ Attach Pictures



The image shows a smartphone screen with a 'Report Incident' form. The form includes a 'Back' button, a warning to call 9-1-1 for immediate assistance, a text area for describing the incident, radio buttons for medical attention and responders called, a photo upload section, and a 'Submit This Report' button. The status bar at the top shows AT&T, 4:29 PM, and 25% battery.



Connect to a
Conference Call



Submit an
Incident Form



Review
Instructions &
Guidelines



Know Who To
Call By Event

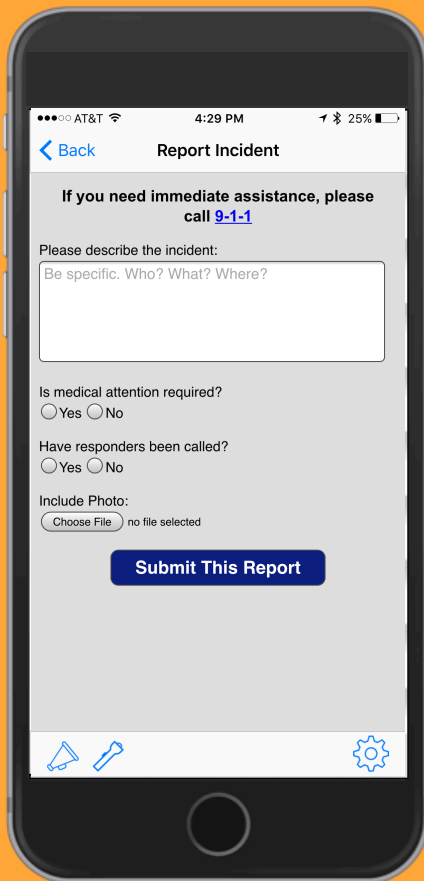


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

- ✓ Create Custom Forms, i.e. Incident Forms by Topic
- ✓ Attach Pictures
- ✓ Send to Designated Contacts



AT&T 4:29 PM 25%

[Back](#) Report Incident

If you need immediate assistance, please call [9-1-1](#)

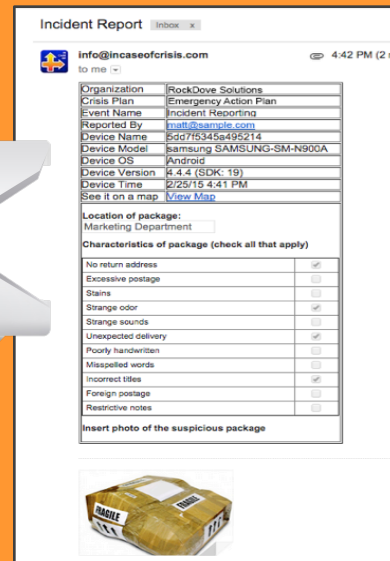
Please describe the incident:
Be specific. Who? What? Where?

Is medical attention required?
☐ Yes ☐ No


Have responders been called?
☐ Yes ☐ No

Include Photo:
 no file selected

[Submit This Report](#)



Incident Report [Inbox](#)

 info@incaseofcrisis.com 4:42 PM (2 m)


Organization	RockDove Solutions
Crisis Plan	Emergency Action Plan
Event Name	Incident Reporting
Reported By	matt@example.com
Device Name	5d07f5345e495214
Device Model	samsung SAMSUNG-SM-N900A
Device OS	Android
Device Version	4.4.4 (SDK: 19)
Device Time	2/25/15 4:41 PM
See it on a map	View Map

Location of package:
Marketing Department

Characteristics of package (check all that apply)

No return address	<input checked="" type="checkbox"/>
Excessive postage	<input type="checkbox"/>
Stains	<input type="checkbox"/>
Strange odor	<input checked="" type="checkbox"/>
Strange sounds	<input type="checkbox"/>
Unexpected delivery	<input checked="" type="checkbox"/>
Poorly handwritten	<input type="checkbox"/>
Misspelled words	<input type="checkbox"/>
Incorrect titles	<input checked="" type="checkbox"/>
Foreign postage	<input type="checkbox"/>
Restrictive notes	<input type="checkbox"/>

Insert photo of the suspicious package



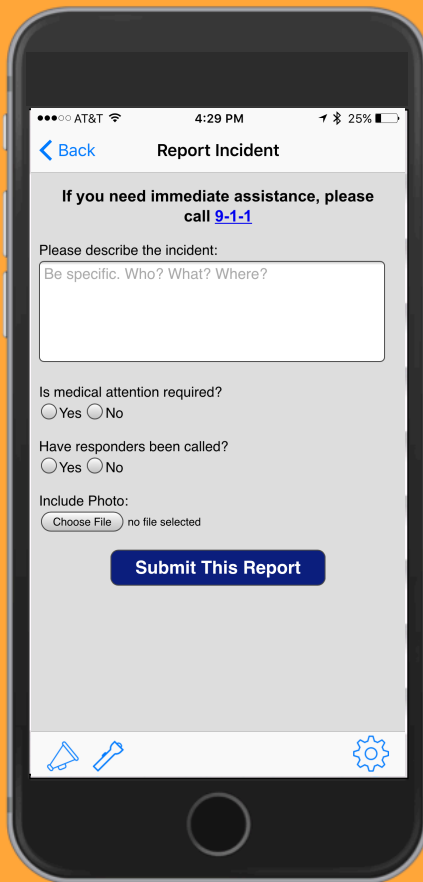


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

- ✓ Create Custom Forms, i.e. Incident Forms by Topic
- ✓ Attach Pictures
- ✓ Send to Designated Contacts and Optionally Track GPS



AT&T 4:29 PM 25%

[Back](#) Report Incident

If you need immediate assistance, please call [9-1-1](#)

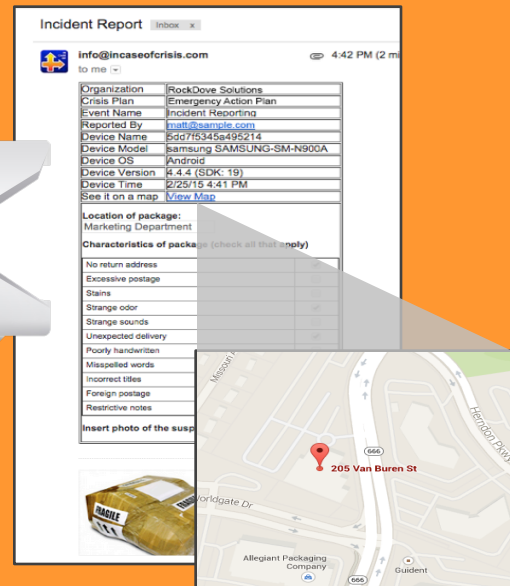
Please describe the incident:
Be specific. Who? What? Where?

Is medical attention required?
☐ Yes ☐ No

Have responders been called?
☐ Yes ☐ No

Include Photo:
 no file selected

[Submit This Report](#)



Incident Report

Info@incaseofcrisis.com 4:42 PM (2 m)


Organization	RockDove Solutions
Crisis Plan	Emergency Action Plan
Event Name	Incident Reporting
Reported By	Info@incaseofcrisis.com
Device Name	5d07f5345e495214
Device Model	samsung SAMSUNG-SM-N900A
Device OS	Android
Device Version	4.4.4 (SDK: 19)
Device Time	2/25/15 4:41 PM
See it on a map	View Map


Location of package:
Marketing Department

Characteristics of package (check all that apply)

☐ No return address
☐ Excessive postage
☐ Stains
☐ Strange odor
☐ Strange sounds
☐ Unexpected delivery
☐ Poorly handwritten
☐ Misspelled words
☐ Incorrect titles
☐ Foreign postage
☐ Restrictive notes

Insert photo of the suspect







In Case of Crisis

by RockDove Solutions

Operationalize Your Plans

- ✓ Create Custom Forms, i.e. Incident Forms by Topic
- ✓ Attach Pictures
- ✓ Send to Designated Contacts and Optionally Track GPS
- ✓ Submit directly to Everbridge's Incident Management Service*

The image shows a smartphone screen displaying a 'Report Incident' form. At the top, there's a status bar with 'AT&T', '4:29 PM', and '25%' battery. The form has a blue 'Back' button and the title 'Report Incident'. Below the title, it says 'If you need immediate assistance, please call 9-1-1'. The main section is 'Please describe the incident:' with a text input field containing the placeholder 'Be specific. Who? What? Where?'. Below this are two radio button questions: 'Is medical attention required?' (Yes/No) and 'Have responders been called?' (Yes/No). There's an 'Include Photo:' section with a 'Choose File' button and 'no file selected' text. A large blue 'Submit This Report' button is at the bottom. The bottom of the screen shows a navigation bar with a megaphone, a pencil, and a settings gear icon.




** Note: Planned for Release this Fall*

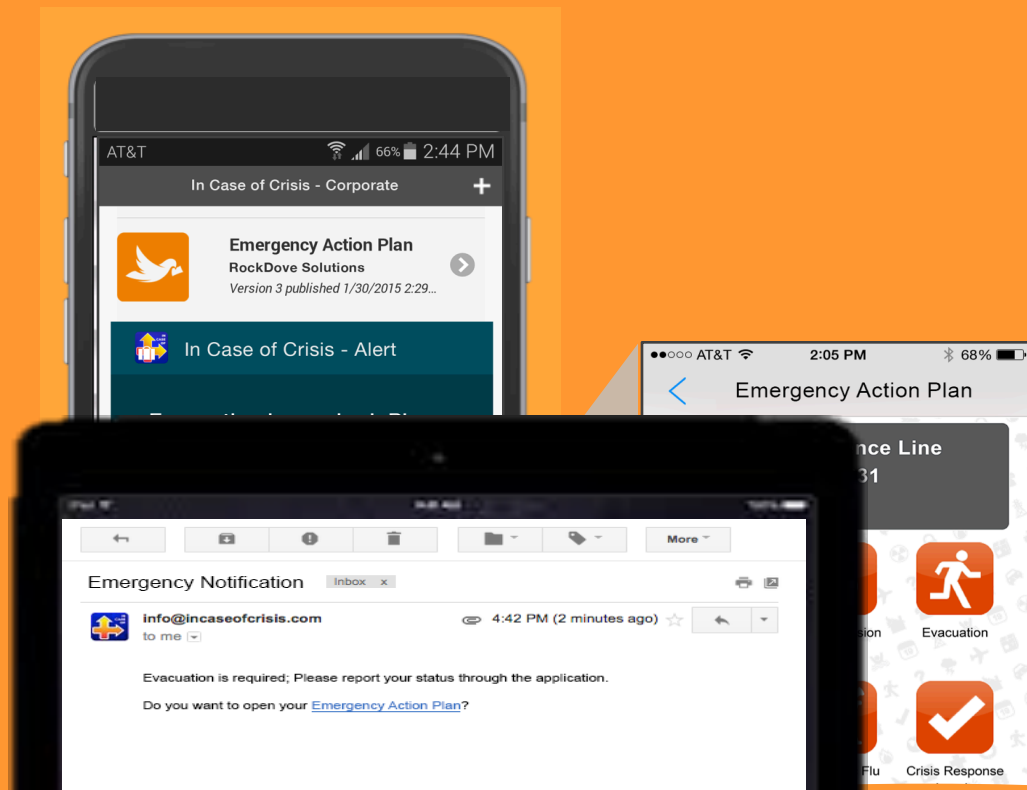


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

- ✓ Send Push Notifications to Mobile app from **In Case of Crisis** or 
- ✓ As Often as Needed
- ✓ Tap to Open the Plan
- ✓ Send a Copy via Email



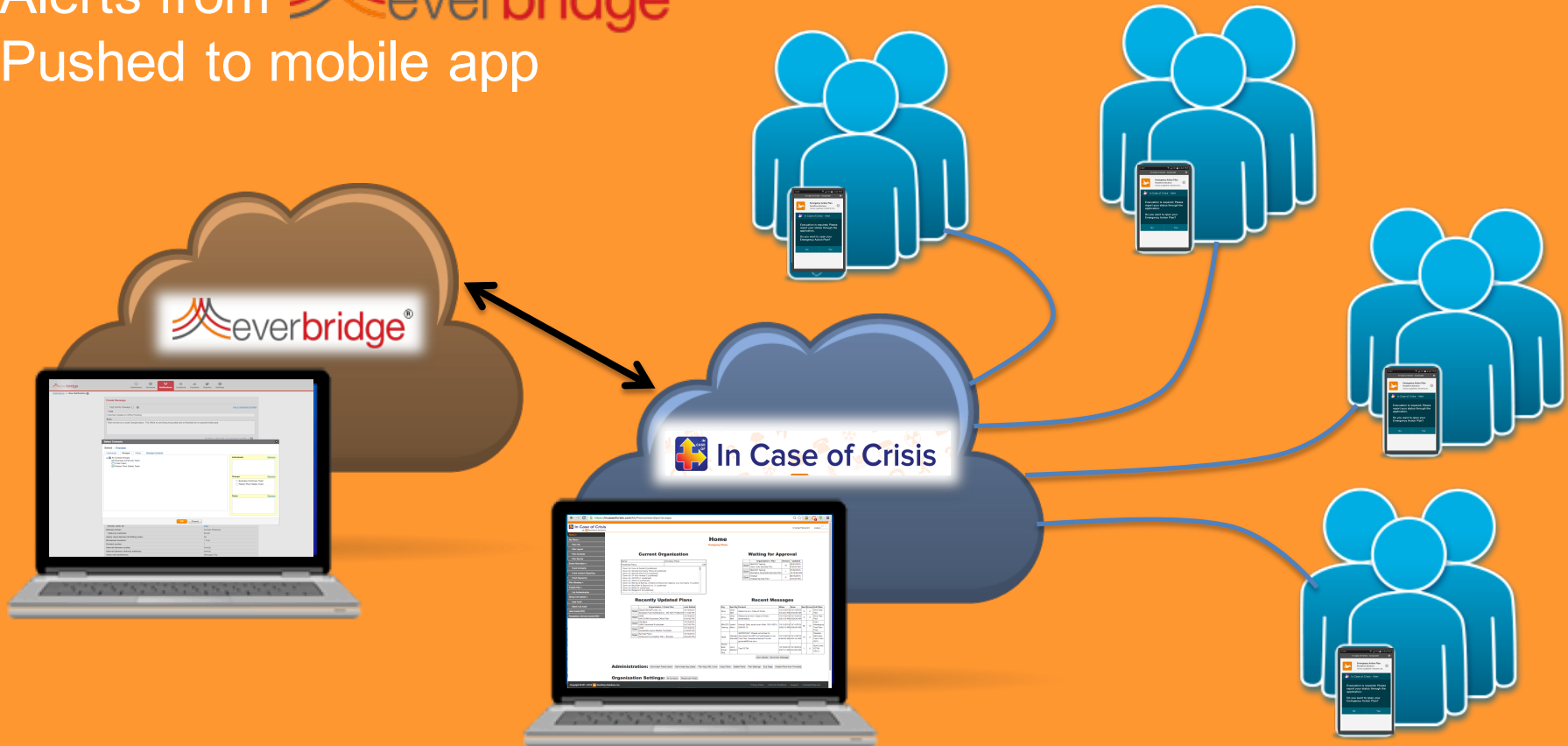


In Case of Crisis

by  RockDove Solutions

Now You Can Do More

Alerts from  everbridge®
Pushed to mobile app



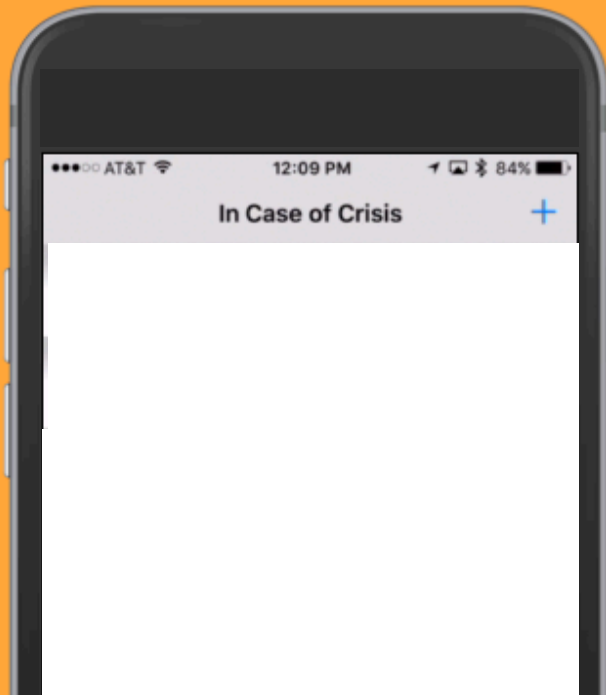


In Case of Crisis

by  RockDove Solutions

Operationalize Your Plans

- ✓ Mobile Device Lost or Stolen
- ✓ Employee Leaves



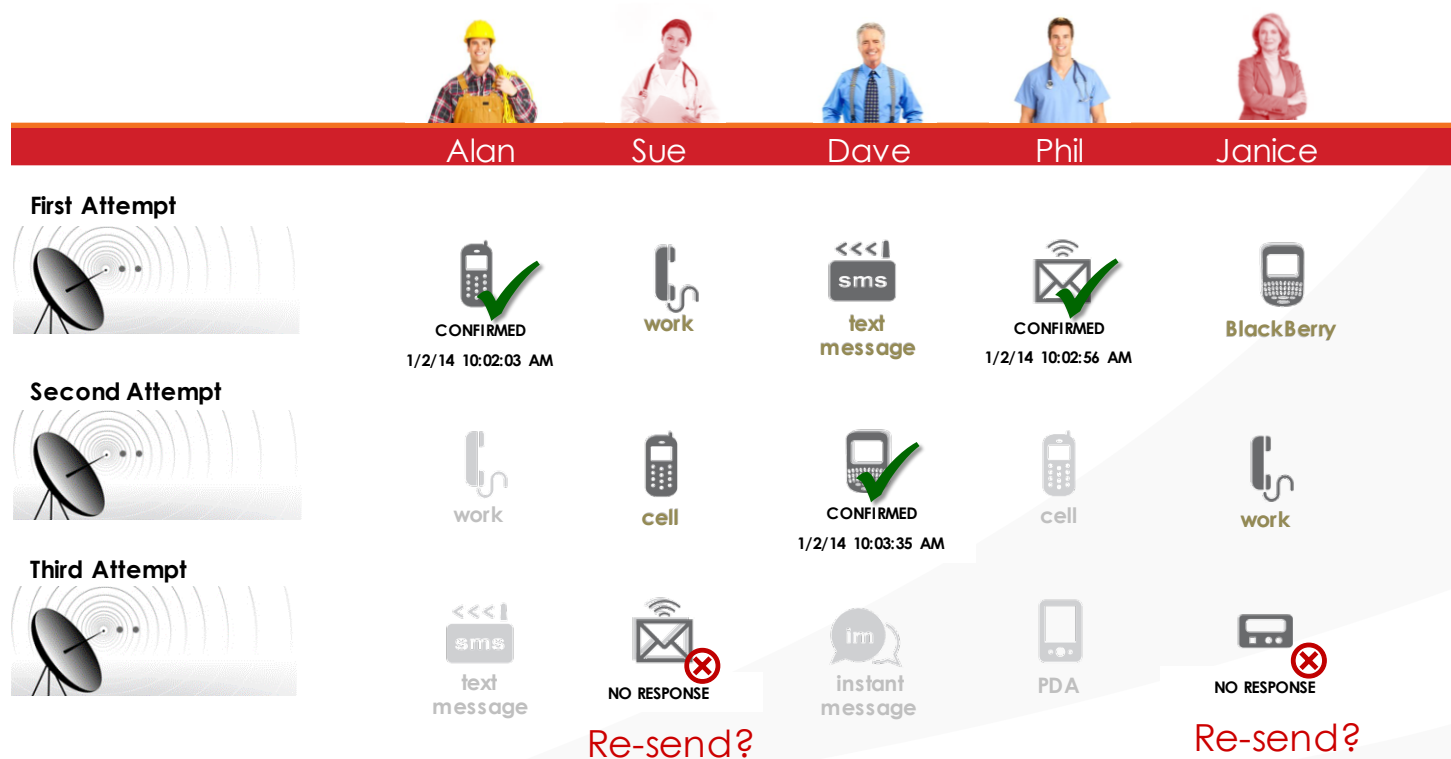
**No Problem
With Remote
Wipe**

Automating Communications with Everbridge

The background of the slide is a solid light blue. Overlaid on this are several large, overlapping, curved shapes in a slightly darker shade of blue. These shapes are positioned primarily on the right side of the slide, creating a sense of motion and depth. The overall aesthetic is clean and modern.

Assured Communications: Multiple Delivery Paths

+ Don't Overwhelm your Audience with Confirm and Quit



Intelligent Profiles: Reach Who, Where and Why



Diane Wilkinson

Wentworth Inc.

23 Main St.
Lexington, MA 02443

Delivery Methods

Order	Delivery Method	Device address
1	e-mail	claudia.dent@everbridge.com
2	Mobile Member	Enable
3	SMS	978-273-2322

Additional Information

Additional Information	Value / Possible Values
ABC Trips	LA Planning Session
Departure Flight	Oct 27, 2015 AA 333
Return Flight	Oct 31, 2015 AA 1037
Last Known Location Time	Tue 10/28/2015, 11:30 AM ET

Skills

Systems: CRM, Order
Management
Language: English German
Emergency: CPR Certified

Static & Dynamic Locations

Location Name LAST KNOWN LOCATION
Country United States
Address 25 Corporate Drive
Apt/Suite/Unit
City Burlington
State/Province Massachusetts
Postal Code
Longitude: -71.18859100341797
Latitude: 42.494876861572266



**NETWORK ACCESS
POINTS**



**ACCESS CONTROL
Open SFTP Option
LENEL, C-CURE, S2**

Location Name EXPECTED ADDRESS ABC TRAVEL
Country United States
Address LAX Airport
Apt/Suite/Unit
City
State/Province
Postal Code
Longitude: -118.40852999999998
Latitude: 33.9415889

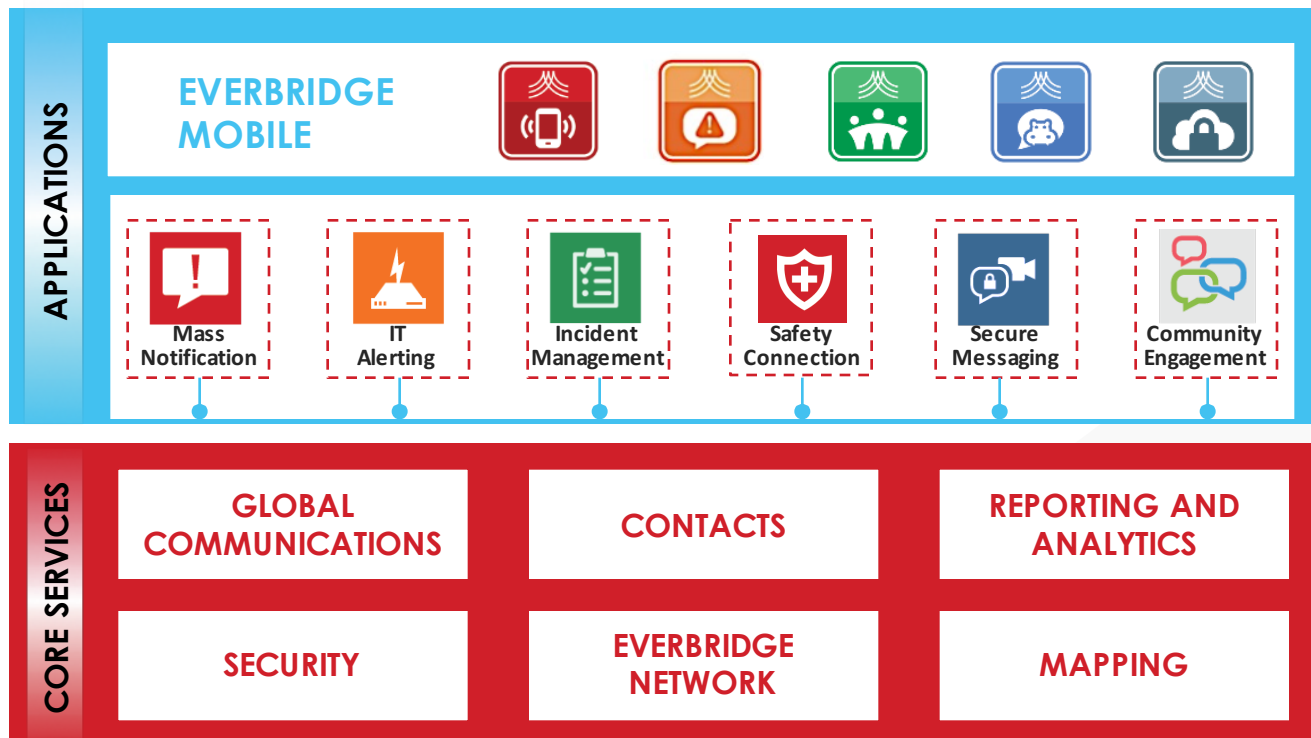
Location Name EXPECTED LOCATION DEAN EVANS
Country United States
Address Building 6 / Meeting Room Pasadena
Apt/Suite/Unit
City
State/Province
Postal Code
Longitude: -118.25393184636232
Latitude: 34.15027910052158

On Call Schedule

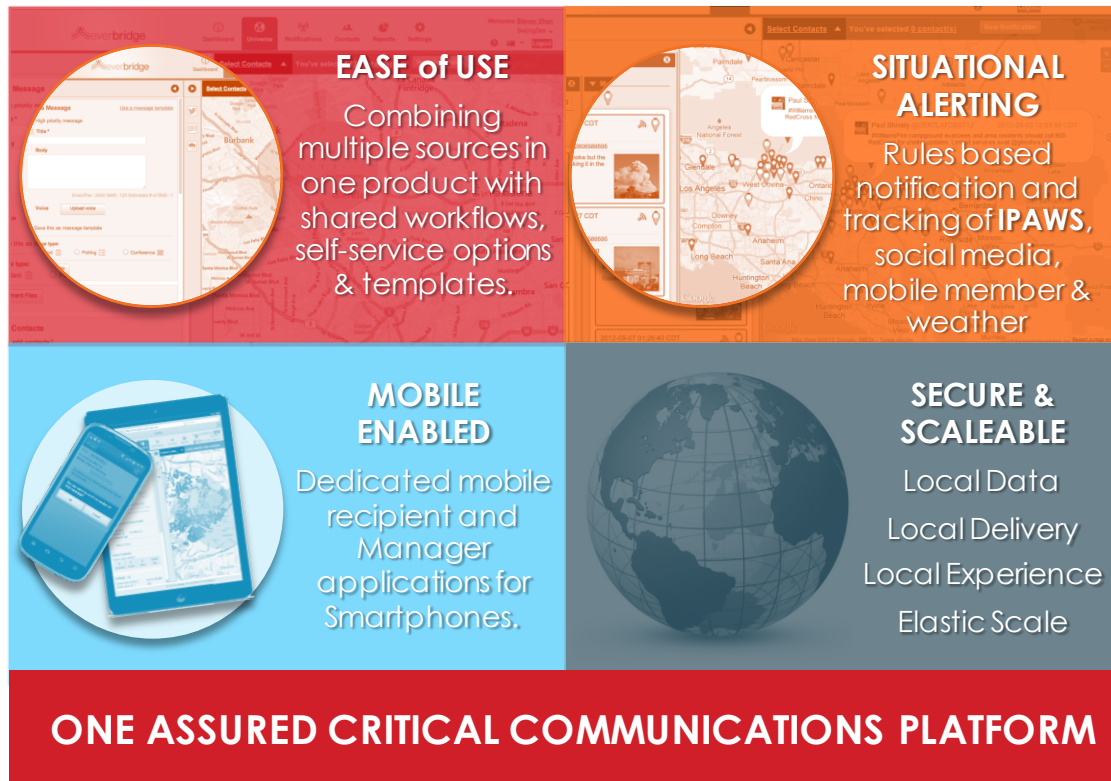
November 2015						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
09:00 - 17:00	Shift: Overnight Calendar: 4th Floor West					
00:00 - 24:00	Unavailable Replacement: Dan Borden					

Everbridge Unified Critical Communications

EVERBRIDGE OPEN
APIs and CONNECTORS



Why are We Truly Different?



Thank You

The background of the slide is a solid light blue. It features several large, overlapping, curved shapes in a slightly darker shade of blue, creating a sense of depth and movement. These shapes are primarily located on the right side and bottom of the frame, with some extending towards the center.

Thank You!

Thank you for joining us today!

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