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EVERBRIDGE FOR AIRPORT OPERATIONS

OVERVIEW

When your first responders are confronted with an active shooter, or in the event of an Alert, can your AOC initiate a response in seconds, and does this response follow your playbook 100% of the time? By automating all of your notification procedures and integrating with your existing sensors and alarms, Everbridge enables your team to communicate clearly and effectively with first responders, management, all badged personnel, and even frequent airport passengers via multiple contact methods.

Improve response time and eliminate human error by automating communication; ensure passenger safety, drive operational metrics, and deliver tenant and passenger satisfaction.

KEY FUNCTIONALITY

LIFE SAFETY AND EMPLOYEE/PASSENGER ACCOUNTABILITY

+ Real-Time Employee Accountability - If there is an explosion or fire in a terminal, launch interactive polling notifications and immediately confirm the safety and whereabouts of all badged employees who work in the impacted area, allowing management to keep the pulse of the entire organization, even in times of crisis.

+ AOC Automated Interface - When the pressure is on in the control center environment, provide personnel with an easy-to-use interface with customized drop-down menus and built-in response paths, dramatically reducing human error while speeding response.

CRITICAL OPERATIONS AND PHYSICAL SECURITY

+ Airport Emergency Conference Notifications - Convene on-the-fly using an instant conference notification, which places outbound calls to targeted teams and immediately connects participants to an Everbridge-hosted conference bridge—there are no phone numbers to dial, pin numbers to enter, or seconds lost.

+ Trigger Notifications - Integrate existing system sensors and operational alarms to trigger automated notifications to the appropriate response personnel who are on-call for each incident or alarm, with or without human intervention.

+ Automated Lightening and Severe Weather Alerts - When severe weather threatens operations, or lightning is within 10 or 4 miles of your airport, automated notifications are delivered to operations, management and airport tenants. Confirmation of receipt ensures messages reach the appropriate personnel.

+ Capital Project Communication or Storm Recovery - Instantly add teams of local responders or contract workers who are on your airport for a specific project or storm cleanup, facilitating immediate and effective communication without integrating these temporary workers with the airport's database of permanent, badged personnel.

LEGAL AND REGULATORY REQUIREMENTS

+ Auditable Incident Log - As airport personnel launch new broadcasts or add journal entries to ongoing incidents, an off-premise, auditable record is created and automatically archived. This report contains time-stamped line items, providing an excellent tool for post-incident analysis and legal risk mitigation.

ONLY EVERBRIDGE OFFERS TECHNOLOGY + EXPERTISE

TECHNOLOGY

+ Anytime, Anywhere Access - Everbridge is a true multi-tenant system, so unlimited users can simultaneously access the system, view open incidents, and make updates as warranted.

+ Easy Data Management - Keep employee data perpetually up to date by synchronizing information from existing HR or financial databases automatically via web services, or have employees subscribe and manage their information from within your internal systems through a password-protected portal.

+ Integrate with Existing Airport Alarms and Sensors - Everbridge integrates with all of your existing technologies, such as security systems and sensors, access control, smoke detectors, weather alerting technologies, IT system alarms, sirens, loudspeakers, digital signs, and more for a truly layered approach to communication.

+ Tenant Communication - Inform tenants of flight cancellations that will leave passengers in the airport overnight, notify ticketing agents of flight delays, and notify airline operations teams of lightning strikes or severe weather alerts, all with or without human intervention.

+ Intelligent Reporting - The Everbridge system provides realtime results for quick, informed decision-making. Detailed records and ad-hoc reporting provide leadership with the flexibility needed to properly conduct post-incident analysis and trending, while also serving as an audit trail for risk mitigation requirements.

+ Emergency Notification in the Cloud™ - Leveraging cloud computing, Everbridge lowers the cost, provides flexibility, and creates a more secure computing environment without software, hardware, or internal telephone networks to purchase and maintain.

EXPERTISE

+ Program Strategy - Everbridge provides a holistic solution for the airport operations environment. Leveraging years of industry experience, we tailor your emergency notification initiatives, establish policies and procedures, review crisis communication methodologies and best practices, and train your team.

+ Training - Everbridge provides ongoing training for your organization, at no cost, and because Everbridge serves clients in more than 100 countries, this training is available around the clock, to all personnel on all shifts.

+ Best Practices - Everbridge has developed proven processes and best practices, based on years of working with our airport clients as they develop and implement notification solutions for crisis situations, as well as routine, operational communication.

+ Expert Access - Everbridge's Client Services team is made up of highly-experienced, credentialed professionals with years of boots-on-the-ground experience, serving first responders and operations teams from airports large and small.

+ Dedicated Account Management - With a deep understanding of the specific needs and challenges of the airport operations environment, we help you make the most effective use of the Everbridge system.

+ 24/7/365 Support - Everbridge provides clients with 24/7 client services and technical support, as well as 24/7/365 live operator access via the Everbridge NOC, where communications engineers are standing by to send broadcasts on your behalf, in any situation, day or night.

+ Continuous Innovation - Everbridge focuses exclusively on incident notification and works hand in hand with airport industry thought leaders to continually refine our solutions and anticipate your evolving challenges.

"In an Alert situation, notifications to airport responders that formerly took more than 20 minutes now take less than two, allowing our personnel to focus their energy on managing the crisis, rather than sending the notifications. Everbridge offers the most customized and feature-rich product out there, while at the same time providing the ultimate in ease of use."

Justin Cory Bond
Kansas City Aviation Department

"As a long-time Everbridge client, we've been consistently impressed with their robust platform, as well as their understanding of the airport operations environment and their efforts to tailor the product for our specific needs."

Jim Hewitt
DFW Airport Operations

Planning: Everbridge is easy to set up, maintain, and organize, meaning that you're always ready for a quick, coordinated response. Everbridge ensures that the right messages get to the right people - with the most advanced opt-in portal on the market, streamlined integration with internal and external data sources, and simple group and contact management.

Assessment: When trouble strikes, you need rich insight, presented simply - so you can quickly assess potential impact and make an informed decision to avoid loss. Everbridge offers the only solution on the market that meets these demanding requirements, with the most advanced interactive dashboard in the industry.

Response: In critical situations, ease-of-use can mean the difference between an effective response and a mistake that carries serious consequences. Everbridge is engineered to be simple to use under pressure, with a user interface that accelerates time-to-message and reduces the likelihood of errors.

Delivery: Even during large-scale disruptions, Everbridge stays on. The most advanced platform in the industry ensures that you reach your contacts - every time. And with worldwide coverage and capabilities, including globally local calling infrastructure and data storage, we're ready to support you wherever your people are in the world.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

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