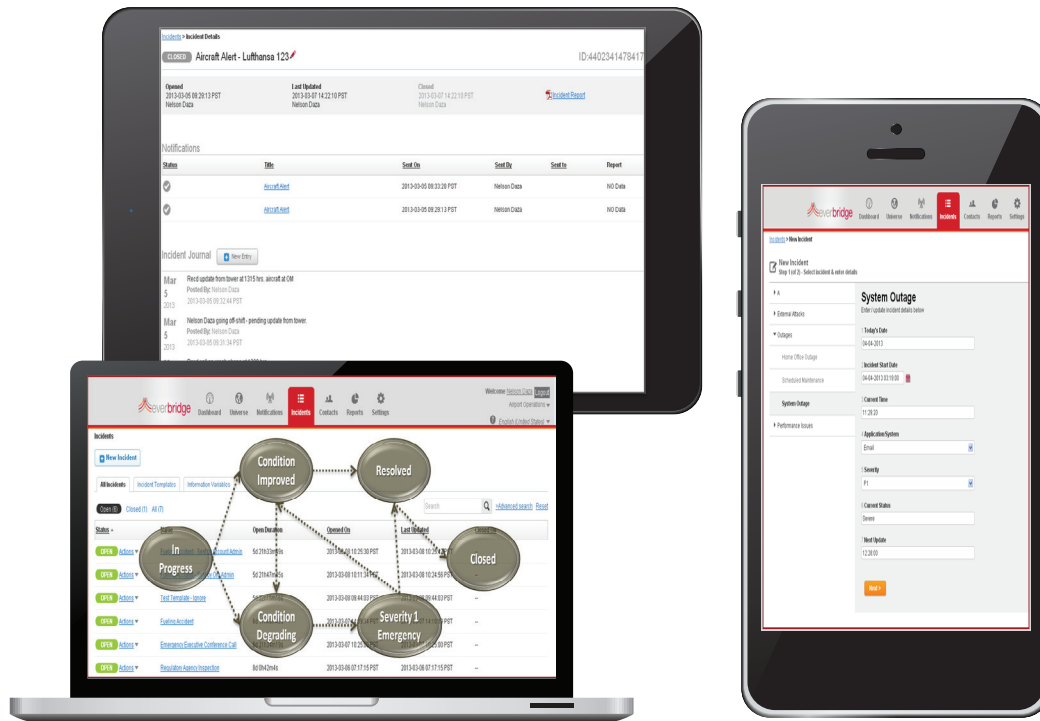# INCIDENT MANAGEMENT

OVERVIEW

Every day, operational issues impact productivity and revenue, cause production slowdowns, delay responses to time-sensitive issues and require tracking for compliance purposes. To ensure a quick response and fast resolution, it is critical to follow the correct procedure and include the information required for each incident type. The incident has a prescribed set of processes that must be followed in order to efficiently resume regular operations, notify the correct internal and external stakeholders and comply with organizational and industry guidelines. Everbridge Incident Management ensures the right processes are followed and sends consistent, error-free, and complete messages for the same incident every time to responders and stakeholders.

+ Emergency Medical Response
+ Machinery Breakdowns
+ Safety Compliance
+ Regulatory Inspections
+ Cyber Security Breaches
+ Pipeline Operations
+ STEMI & Code Calling
+ Physical Security Incidents
+ IT Outages
+ Power outages
+ Product Recalls

KEY FUNCTIONALITY

INCIDENT WORKFLOW INTELLIGENCE

+ Multi-step workflow that prompts users to select the correct incident type

+ User prompts for critical details to any communication using customizable fields created by Incident Administrators

+ Incident communication logging for all broadcast and confirmations

+ Incident journal to capture additional details not included in incident communications

INCIDENT COMMUNICATION PLANNING

+ Separate communications plans by location, line of business or facility

+ Incident specific communications templates with:
  – Pre-defined selection of message recipients based on incident type
  – Pre-defined message
  – Pre-defined settings for message delivery
  – Required critical information fields to be filled in before broadcast
  – Template-level user permissions to prevent operators from editing the message, distribution list or settings before sending the notification

+ Use different Incident templates & setting based on phase of notification (New, Update, Close)

COMPLIANCE AND REPORTING OPTIONS

+ Incident report exports all incident communications details and responses in a PDF format

+ Custom reports analyze incident communications effectiveness

+ Communication broadcasts and confirmations include audit trails and timestamps

+ Search across incidents using status, user, type and date

+ Real-time incident dashboard for operators showing all open incidents

ADMINISTRATIVE TOOLS

+ Multiple Users roles control access:
  – Incident Administrators can build incident templates, report on incidents and launch incident notifications
  – Incident Operators can launch and manage incidents
  – Data Manager can create and administer groups, update and upload contacts

+ Integrate with HR databases or scheduling systems to contact only responders who are "on-call"

THE ONLY END-TO-END PLATFORM

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.

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

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.

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