



## PROFESSIONAL SERVICES



### OVERVIEW

Leveraging a proven methodology and domain expertise honed through more than 1,000 deployments worldwide, Everbridge Professional Services offerings address the unique challenges of your organizational structure, operational requirements, and training needs.

We provide both bundles packages and customized options designed to your individual specifications.

Everbridge Professional Services applies the knowledge and experience gained from more than 1,000 deployments worldwide directly to your organization's unique environment to align system utilization with business value.

## KEY FUNCTIONALITY

### CUSTOMIZED IMPLEMENTATION SERVICES

+ By streamlining and expediting your Everbridge system implementation, Everbridge Professional Services helps you accelerate time-to-value. Our enhanced implementation services include on-site project management, consultation with a Certified Emergency Management (CEM) professional, creation of client-specific message and scenarios, development of ad-hoc report templates, and on-site emergency and incident communications reviews.

This service is particularly useful for organizations that are paying for Everbridge Mass Notification with grant funds and must implement their emergency notification service within a specific timeframe but lack the resources to implement Everbridge on their own.

### TRAINING AND DOCUMENTATION SUPPORT

+ In addition to free, unlimited web-based training and a comprehensive online knowledgebase, Everbridge offers customized training and documentation development to formalize knowledge transfer and ensure ongoing self-sufficiency. Whether you select from a list of popular topics or designate specific learning needs, Everbridge

Professional Services supplies instructor-led training, course content and documentation customized to match to your organization's unique structure and system usage requirements.

This service is advantageous for large entities with well-defined communication processes and/or organizations with frequent employee turnover.

### OPERATIONAL INTEGRATION AND BEST PRACTICES PROGRAMS

+ After evaluating your existing emergency and incident communications processes, Everbridge integrates industry best practices and system applications to align technology utilization with your unique environment and business objectives. Program components include the review of existing processes and templates, process improvement recommendations, implementation support for suggested changes, and broadcast testing and analysis.

Ideal for organizations that require transparency in their notification and communication protocol—such as government entities and higher education institutions—these programs help clients realize additional benefits and incremental value from their Everbridge investment.

## WEB SERVICES IMPLEMENTATION AND DATA MANAGEMENT ASSISTANCE

+ While Everbridge Mass Notification provides user-friendly data integration modules and flexible reporting templates, clients with more complex API and advanced data analysis needs rely on Everbridge Professional Services for API implementation and data management assistance. Deliverables include the review of existing data management processes, recommendations and alternative approaches for improved data management and post incident data mining to identify process improvements.

This service caters to clients that have limited access to IT resources or those with detailed postmortem incident reporting needs.

## PREMIUM CLIENT CARE SERVICE PACKAGES

+ In addition to our in-house 24x7x365 client care/live operator service and self-service portal, Everbridge offers premium service packages that include proactive usage service plan reviews, Certified Emergency Management (CEM) professional operational reviews, dedicated client care representatives, bi-weekly service reviews, monthly custom web-based training sessions, and development of client-specific communications materials to increase internal awareness of system value and ROI. For organizations using Everbridge Mass Notification to satisfy regulatory emergency notification requirements, these full-service offerings help prove compliance to governing bodies.

## 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.

