everbridge®

VIRTUAL CUSTOMER USER GROUP

A Gathering of Stories, Customers and Best Practices

Tuesday – November 17, 2020	
Time (ET)	**Session**
12:30 – 1:15 PM	**Customer Panel: Virtual User Group Kickoff** *Virtua Health, University Texas Southwestern Medical Center, St. Louis Hospital* Hear from a few of our tenured Healthcare clients as they discuss COVID-19 response & resuming care, adapting to the new normal, aligning roadmaps with Everbridge, and much more!
1:20 – 1:55 PM	**Avoiding Unreachables: Best Practices for Contact Delivery** Kerry McDonough, Customer Success Enablement Manager, *Everbridge* Brandy Montalvo, Customer Service Enablement Manager, *Everbridge* Learn how Everbridge keeps the Healthcare industry connected through our Network Effect. Also hear about single SMS, messaging best practices, quick adoption improvements, broadcast and report results.
2:00 – 2:30 PM	**Keep It Strategic: Roadmap Resuming Care & Collaboration** Ajay Nigam, Chief Product Officer, *Everbridge* Follow Everbridge's Chief Product Officer as he breaks down the present state of Healthcare, current growth gaps, key user journeys, and upcoming strategies for resuming care.
2:35 – 3:10 PM	**Breakout: Any time, Any Place, Any Pace** Kathleen Bissonnette, Director of Learning & Knowledge, *Everbridge* Renee Bastine, Director of Technical Support, *Everbridge* As our valued customer, you have access to many complimentary resources from Technical Support to customer events. This includes our new and improved Everbridge University where you can find on-demand training to turn any rookie into a pro.
2:35 – 3:10 PM	**Breakout: Shifting the Patient/Clinician Journey** Natalie, Healthcare Customer Success Director, *Everbridge* Eric Chetwynd, Industry Solutions Senior Director, *Everbridge* With COVID-19 shifting the delivery of care, technologies will continue to be a key player in driving insights into how we can improve patient experience while creating workflows to conserve time and resources. Learn how these technologies redefine key touchpoints through the patient and provider journey.