



## VIRTUAL CUSTOMER USER GROUP

A Gathering of Stories, Customers and Best Practices

**Tuesday - July 21, 2020**

Time	Session
11:00 – 11:15 AM	<p><b>Virtual User Group Kickoff</b> Vernon Irvin, Chief Revenue Officer, <i>Everbridge</i></p> <p>Join us at this inaugural event as we welcome customers and set up the day. We'll also announce giveaways and preview our sessions.</p>
11:20 – 11:55 AM	<p><b>Risk Intelligence in an Increasingly Chaotic World</b> Stephanie Kiefer, RIMC Senior Regional Analyst for Europe, the Caucasus, &amp; Central Asia, <i>Everbridge</i> Samson Sampson, RIMC Lead Regional Analyst, <i>Everbridge</i></p> <p>Our Regional Intelligence Monitoring Center (RIMC) will review events that have happened already in 2020 with an eye on what's coming up next. Use Risk Intelligence to effectively prepare for events as they unfold to keep your people safe and business running.</p>
12:00 – 12:35 PM	<p><b>Customer Panel: Moving towards the "New Normal"</b> Moderator: Kerry McDonough, Manager of Customer Success, <i>Everbridge</i> Sulayman Brown, Assistant Coordinator, Fairfax County Office of Emergency Management, <i>National Capital Region</i> Marty Fox, Director Business Continuity Technology Solutions, <i>Southern Glazer's Wine &amp; Spirits</i> Glenn Manjorin, Director of Business Continuity, <i>New York City Health and Hospital Corporation</i></p> <p>A conversation with peers around what returning to the workforce looks like and how we are pivoting from COVID-19 to whatever comes next.</p>
12:40 – 1:25 PM	<p><b>Roadmap for Returning to Work</b> Claudia Dent, Vice President of Product Marketing, <i>Everbridge</i></p> <p>Take a look at the Everbridge solutions roadmap with a focus on Returning to Work and Contact Tracing.</p>
1:30 – 2:05 PM	<p><b>Customer Panel: Looking Back – Lessons Learned from COVID-19</b> Moderator: Andrew Ryding, Senior Manager of Account Management, <i>Everbridge</i> Bryan Fleming, Program Manager Emergency Communications, <i>SCL Health</i> John Liuzzi, National Director of Business Continuity, <i>Southern Glazer's Wine &amp; Spirits</i> Martin Ritchey, Director of Homeland Security, <i>Capital Area Council of Governments</i></p> <p>Hear from other customers about the lessons they have learned from the COVID-19 Pandemic. What would we have done differently and how is that changing our incident response plans?</p>



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<b>2:10 – 2:45 PM</b>	<p><b>Breaking Through the Buzz: Ensuring Message Deliverability and Consumption</b> Kerry McDonough, Manager of Customer Success, <i>Everbridge</i> Brandy Montalvo, Customer Success Manager, <i>Everbridge</i></p> <p>2020 has introduced new challenges to those trying to communicate worldwide: from COVID-19 and civil unrest messaging to severe weather notifications and pertinent business updates. This session covers methods to ensure Notifications and Incidents from Everbridge Suite will be effectively delivered and appropriately consumed by Contacts.</p>
<b>2:50 – 3:25 PM</b>	<p><b>A Conversation with Ajay Nigam</b> Ajay Nigam, Chief Product Officer, <i>Everbridge</i></p> <p>An open and honest exchange from Everbridge Chief Product Officer, Ajay Nigam, to hear what's happening in Everbridge, what's changing and how we are focused on supporting our customers' success. Questions can be submitted in advance to <a href="mailto:customercare@everbridge.com">customercare@everbridge.com</a>.</p>
<b>3:30 – 4:05 PM</b>	<p><b>Everbridge Customer Support and Learning: Self Service and Training at Your Fingertips</b> Renee Bastine, Director of Technical Support, <i>Everbridge</i> Kathleen Bissonnette, Director of Customer Learning, <i>Everbridge</i></p> <p>Support and Training has never been better! Come to this session to learn how to better utilize self service capabilities, prioritize your cases, and efficiently train your users!</p>
<b>4:10 PM – 4:15 PM</b>	<p><b>Virtual User Group Final Remarks</b> Vernon Irvin, Chief Revenue Officer, <i>Everbridge</i></p> <p>Join us as we wind down and recap the day. Thank you for participating in our Virtual User Group!</p>