Streamline Critical Event Management Integration and Diversify Your Suppliers

Everbridge and Sequential Technology International

"We chose to partner with Everbridge because they offer our clients the most sophisticated and integrated solution for managing critical events that we have seen in the market,"

Alex Parker, CEO of Sequential Technology International

During public safety threats such as active shooter situations, terrorist attacks, or severe weather conditions, as well as critical business events including IT outages, cyber-attacks, product recalls, or supply-chain interruptions, over 5,400 global customers rely on Everbridge to quickly and reliably aggregate and assess threat data, locate people at risk, automate the execution of predefined communications processes devices, and track progress on executing response plans.

According to Forrester, Everbridge's CEM Platform demonstrated a 354% ROI over three years with a payback period of three months. Everbridge serves 8 of the 10 largest U.S. cities, 9 of the 10 largest U.S.- based investment banks, 47 of the 50 busiest North American airports, 9 of the 10 largest global consulting firms, 8 of the 10 largest global automakers, 9 of the 10 largest U.S.-based health care providers, and the United States Army, Navy, and Secret Service.
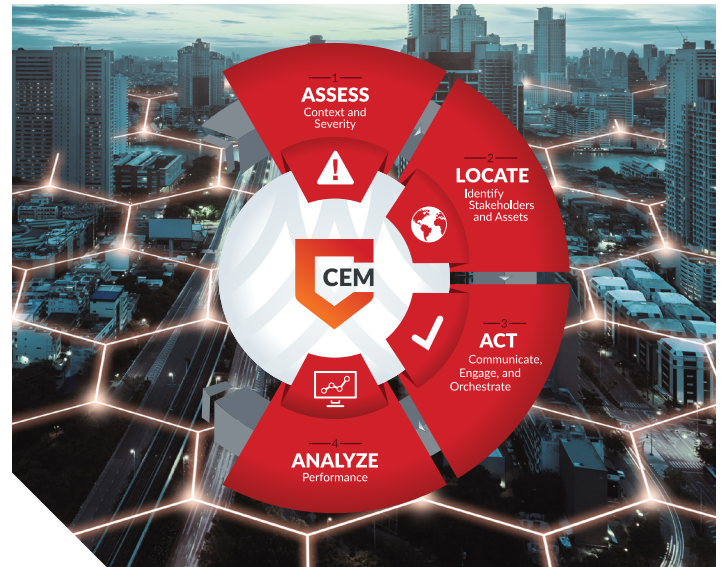
MORE POWERFUL TOGETHER

+ Everbridge's technology with STI's expertise enables businesses, governments, schools, and hospitals to improve resilience while being as involved or as hands-off as they'd like.

+ STI offers Everbridge Critical Event Management purchased through a diverse supplier. As a mission-driven firm, their employees are 62% ethnic minority and 59% women.

+ Let us mitigate the impact of the Coronavirus pandemic with our joint solution so you can return to revenue-generating activities.

One of the largest, African American-owned IT BPO firms in the world, Sequential Technology International provides consumer, enterprise, direct and indirect support expertise that makes complex processes simple. We combine expertise and technology to help you deliver best-in-class customer experience. With flexible staffing and pricing options, we build tailored solutions that lower operating costs and scale to match enterprise growth or temporary resource requirements.

We become process experts in your business by collaborating with you to understand everything from your back-end systems to your customer-facing applications. Our approach to strategic account management included data analytics-drive business intelligence, sales enablement strategies and tools and dedicated professional teams across customers and locations.

STI joined forces with Everbridge to offer the leading Critical Event Management (CEM) solutions and software designed to serve public and private companies. This MBE led partnership will deliver great services and solutions with high value in the CEM space.

EVERBRIDGE
CRITICAL EVENT MANAGEMENT

Whether natural or humanmade, critical events are happening at an increasing rate, and will inevitably impact individuals and their organizations at any level. But what if technology could act as a shield and sword to withstand critical events without a significant impact to your people or operations?

Everbridge Critical Event Management (CEM) empowers companies to achieve organization-wide resiliency to succeed in the face of crisis. Enhancements to crisis response, business continuity management, and crisis preparedness are top priorities for organizations at any scale.

Everbridge CEM digitally transforms a company's crisis and business continuity program. By automating the lifecycle of how organizations prepare and respond to critical events, and with multiple technology components operating seamlessly together.

Our value proposition and demonstrated track record of success starts at the top. Sequential Technology International was founded and is led by tenured team of operationally-oriented executives. The enables us to deliver strategic account management based on decades of elevating call center customer service, leveraging experience and a team of process engineers and business analysts who have a unique history in developing, managing, and scaling contact center operations to deliver world-class customer service and results.

We admit that we don't know the ins-and-outs of every enterprise business model. But we are fully capable of becoming process experts in your business. As a true strategic business partner, we collaborate with you to develop a cost-effective, comprehensive solution mapped against your business objectives. Where do you want to take your business in terms of customer experience and enterprise objectives? Let's start there and get to work.

Let's Chat

Do you have questions? Would you like to know more about Critical Event Management? Get in touch or just call us at +1-818-230-9700 to learn more.

ABOUT EVERBRIDGE

Everbridge, Inc. (NASDAQ: EVBG) is a global software company that provides enterprise software applications that automate and accelerate organizations' operational response to critical events in order to Keep People Safe and Organizations Running™. Everbridge serves 8 of the 10 largest U.S. cities, 9 of the 10 largest U.S.-based investment banks, 47 of the 50 busiest North American airports, and 9 of the 10 largest U.S.-based health care providers. Everbridge is based in Boston with additional offices in 25 cities around the globe.

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