



## VIRTUAL CUSTOMER USER GROUP

A Gathering of Stories, Customers and Best Practices

Thursday – May 13, 2021

Time (ET)	Session
11:30 – 12:15 PM	<p><b>Customer Panel: How has COVID impacted IT Incident Response?</b> Ryan Czyz, <i>Director IT SOC, Charter Communications</i> Jerry Ennis, <i>Senior Director of Incident Management and Communications, Intrado</i> John Papafragos, <i>Team Lead, Notification Services, IBM Canada</i> David Valerius, <i>Incident Communications Manager, Intrado</i> Moderator: Lisa Radley, <i>Sr. Director of Account Management, Everbridge</i></p> <p>Tune in for a conversation between a few of our tenured IT Alerting customers as they discuss technological updates made to IT Alerting and the solution’s impact on organizational communications.</p>
12:15 – 1:15 PM	<p><b>Product Vision: The Future of our Industry-Leading Solution</b> Diptesh Shah, <i>Sr Director of Product Management, CEM-Enterprise, Everbridge</i> Bart Rys, <i>Director of Business Solutions, Everbridge</i></p> <p>Join us as we talk about CEM for Digital which encompasses our IT Alerting solution, latest acquisitions, product integrations and more. This will be a precursor to our Product Breakout and Discussion.</p>
1:15 – 2:15 PM	<p><b>Mini Training: Advanced Escalation and Scheduling</b> Anne McGrath, <i>Senior Product Manager, Everbridge</i></p> <p>During this session, we will detail the deduplication differences between the Simple and Advanced scheduling options along with the different options for defining escalations when using the “Advanced Escalation and Scheduling” option.</p>
2:15 – 3:15 PM	<p><b>Product Breakout and Discussion</b> Diptesh Shah, <i>Sr Director of Product Management, CEM-Enterprise, Everbridge</i> Anne McGrath, <i>Senior Product Manager, Everbridge</i></p> <p>An open discussion among peers covering questions and feedback on IT Alerting Priorities and Features. This can include experiences, the path forward, solution scalability, and much more.</p>