IT ALERTING
To Reduce Mean Time to Resolution and Restore IT Services Faster

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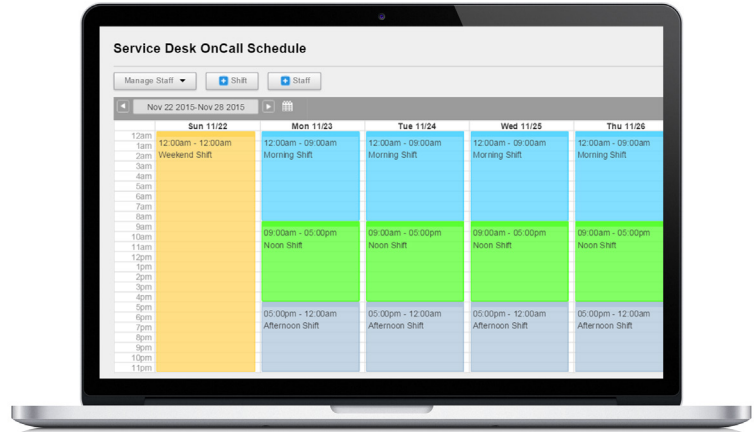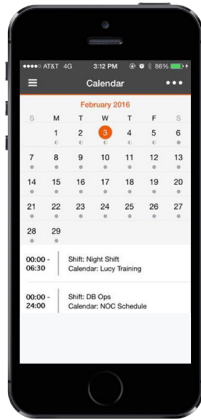
QUICKLY CONNECT THE RIGHT ON-CALL IT PERSONNEL AND NOTIFY IMPACTED CUSTOMERS TO MINIMIZE THE IMPACT OF IT ISSUES ON YOUR BUSINESS.

In case of Major IT Incident impacting your company's business, IT needs to do anything possible to fix and restore the service as quickly as possible (MTTR). When every minute counts, how does your IT team identify who the best qualified personnel are to fix these issues, how do they ensure they are available, how do they reach out and communicate with them in a timely manner and how do you notify your impacted customers?

Everbridge Cloud-based Communication Platform connects the right on-call personnel with the right information, so they can fully focus on restoring the service and limit the negative impact on end-user satisfaction, on revenue generation and on the company image. Everbridge Saas communication solution for IT, helps reduce MTTR and keep the IT team, the management teams, and unhappy customers informed in the event of a major IT issue.

Built to deliver millions of messages around the world at the same time, the native SaaS Everbridge platform is trusted by our 3000+ customers globally every day.

USE CASES

+ Automatically trigger notifications upon receiving events from IT Monitoring and ITSM tools

+ Instantly reach out to the right on-call IT experts

+ Reach out via all means: email, SMS, voice, Mobile apps push notification, desktop alerts, etc...

+ Self-manage your schedules and send communications from your smartphone

+ Track answers and automatically escalate

+ Automate your workflows with template based communication for error-free notifications

+ Launch a conference bridge in 1-click

+ Keep stakeholders and customers informed while IT fixes the issue

everbridge®
Assured Critical Communications

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KEY CAPABILITIES
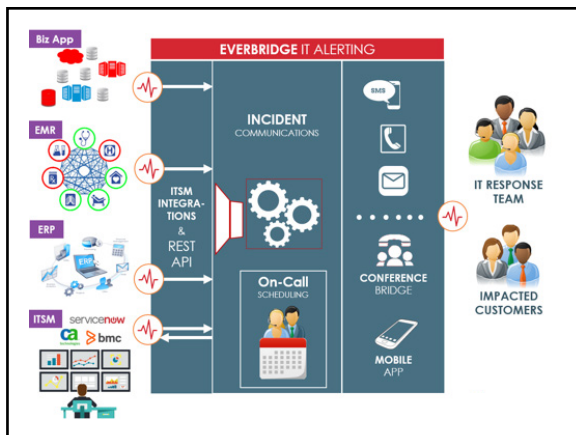
IT Alerting reduces manual errors, quickly provides the right information to the Major Incident Response team and ensures proper communication to all stakeholders and impacted customers in a timely manner.

REACH OUT TO THE RIGHT ON-CALL PERSONNEL

Easily manage your teams' on-call schedules, shifts and rotations and temporary replacement.

On-call Scheduling: Keep track of who is on-call and alert the right people based on the type of incident and time of day.

Automatic Escalation of Alerts: Ensure that the next person or group is notified if the first person doesn't respond.

MULTIMODAL REACH AT ALL TIMES

Even when connectivity is weak or unavailable, use IT Alerting to broadcast messages to virtually any communication device with support for multiple contact paths including voice, SMS, push notification app, desktop alerts, email, pager, etc. You can send communications from your smartphone.

TWO-WAY MESSAGE WITH AUDIT TRAIL

Two-way communication allows for instant acknowledgment that the message was actually received. Quickly access audit trails of who was contacted via which path, who responded to an incident and how long it took.

ACCELERATE AND AUTOMATE WITH IT ALERTING INTEGRATIONS

The IT Alerting solution has the capability to integrate with a variety of third party tools, such as ticketing systems, Service Desk systems, ITSM systems, Event Correlation systems, IT Operations Monitoring systems, Application Performance Monitoring solutions, Workload Automation solutions, and allows automated notifications to be sent out via multi-modal channels. Technical partnerships include ServiceNow, BMC, CA Technologies and more...

Fully integrated with your ITSM system: Servicenow or BMC Remedy to improve efficiency and reduce MTTR

servicenow®   **bmc**

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

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