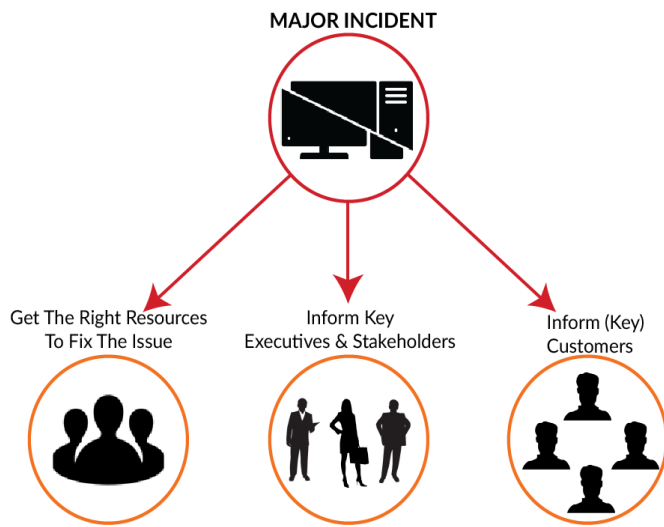
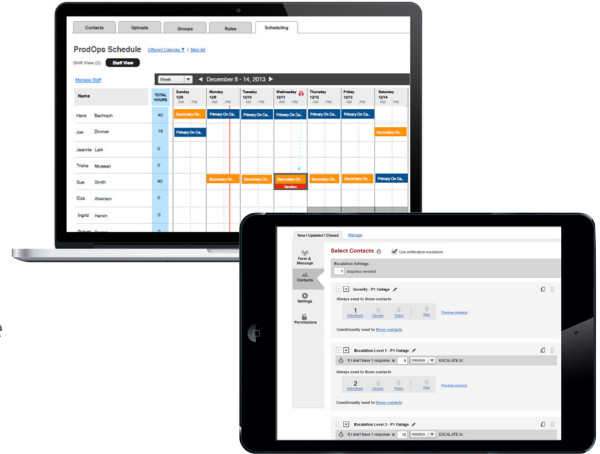




# IT ALERTING

## MINIMIZE IT DOWNTIME WITH OUR CRITICAL COMMUNICATIONS PLATFORM

- +Automatically reach the required people quickly
- +Immediately collaborate with 1-click conference bridge
- +Keep stakeholders and customers informed



## ENGAGE AND INFORM KEY STAKEHOLDERS WHEN IT REALLY MATTERS

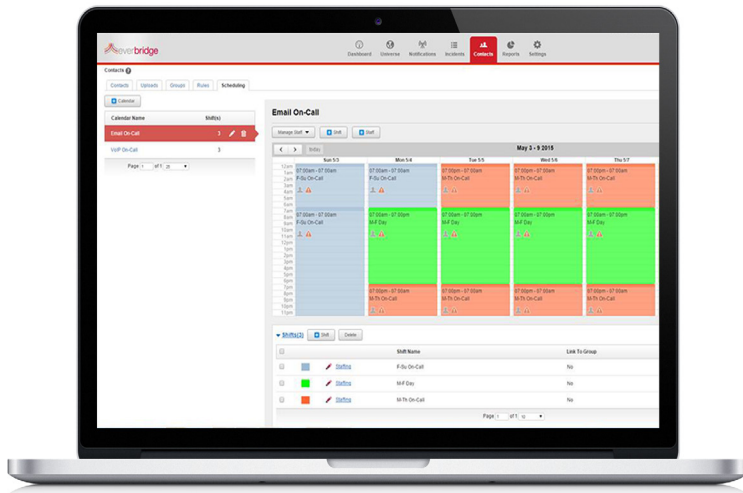
IT Alerting reduces manual errors and maximizes IT system uptime. With IT Alerting, the right experts and key stakeholders can be engaged as quickly as possible and supplied with the most up-to-date information.

## SOLVING COMMON CHALLENGES WITH IT ALERTING

Problem	Everbridge IT Alerting Solution
Alerting method unavailable	Multi-Modal: 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, email, pager etc.
Inability to integrate with ticketing system and/or monitoring solution	ITSM Integration: Integration with your ITSM platform, e.g. ServiceNow, automates manual tasks and call trees and lets your IT team respond quickly to critical incidents without leaving their ITSM interface
Manual process to identify available personnel	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
No notification records	Auditing Capabilities: Quickly access audit trails of who was contacted via which path, who responded to an incident and how long it took
No escalation capabilities	Automatic Escalation of Alerts: Ensure that the next person or group is notified if the first person doesn't respond

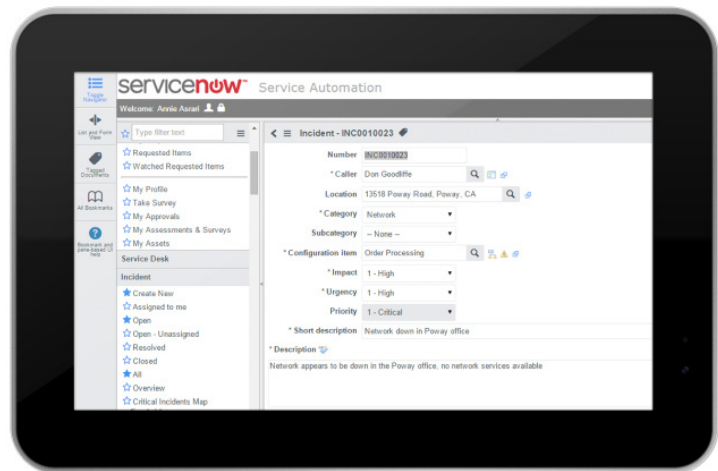
## ON-CALL SCHEDULING

Track on-call schedules across teams and send notifications to the right people based on their skill sets and responsibilities



## ACCELERATE AND AUTOMATE WITH ITSM INTEGRATIONS

Integration with ServiceNow and other solutions automates manual tasks and lets your IT teams respond quickly to critical incidents without leaving their ITSM interface.



## THE ONLY END-TO-END PLATFORM

**Planning:** Everbridge is easy to set up, maintain, and organize, meaning that you're always ready for a quick, coordinated response. Everbridge ensures that the right messages get to the right people - with the most advanced opt-in portal on the market, streamlined integration with internal and external data sources, and simple group and contact management.

**Assessment:** When trouble strikes, you need rich insight, presented simply - so you can quickly assess potential impact and make an informed decision to avoid loss. Everbridge offers the only solution on the market that meets these demanding requirements, with the most advanced interactive dashboard in the industry.

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

## REDUCE MEAN-TIME-TO-KNOW

When a critical incident occurs, timing is everything. Everbridge IT Alerting reduces the Mean-Time-To-Know (MTTK) and results in significant time savings.

