



Everbridge

Critical Event Management (CEM) platform that uses AI and automation to anticipate, mitigate, and respond to physical and digital threats.

<https://www.everbridge.com>

Overview

Everbridge is a global enterprise software company and the leader in Critical Event Management (CEM), offering an end-to-end platform to empower organizational resilience. The SaaS-based platform, Everbridge 360™, uses purpose-built AI, decision-ready risk intelligence, and full lifecycle automation to help organizations anticipate, mitigate, respond to, and recover from critical events, thereby keeping people safe and organizations running smoothly.

Key Features and Capabilities: The platform is built around a suite of applications including Mass Notification, which allows for multi-channel, geo-targeted alerts to individuals or groups via 25+ contact paths. It also includes IT Alerting (via xMatters) for closed-loop cyber security and incident response automation, Business Continuity and Disaster Recovery (via BC in the Cloud), Crisis Management, and Travel Risk Management to safeguard traveling and remote employees. The system provides a common operating picture with geospatial mapping and real-time risk intelligence, analyzing over 300,000 events annually to filter and alert users to the most relevant threats. Two-way communication is a core feature, enabling employees to confirm safety and provide real-time feedback.

Target Market and Compliance: Everbridge serves a diverse range of customers, including over 6,500 organizations globally, from small businesses to large enterprises and government agencies, with a strong presence in the healthcare and life sciences sectors. The platform is highly secure and compliant, holding certifications critical for the healthcare industry, such as **HIPAA, SOC 2, ISO 27001**, and **GDPR**. It also supports enterprise-level security features like SSO and is FedRAMP Moderate certified.

Deployment and Support: The platform is deployed as a cloud/SaaS solution and is accessible via web browsers, dedicated desktop apps for Windows and Mac, and mobile apps for iOS and Android (Everbridge 360™ App). Implementation is typically fast, often completed "within days or weeks".

Support is comprehensive, including 24/7/365 client care, live operator support, a self-service portal, and extensive training through Everbridge University.

Key Features

- Mass Notification (Multi-Channel)
- Real-Time Risk Intelligence
- IT Incident Response & Automation (xMatters)
- Business Continuity & Disaster Recovery (BC in the Cloud)
- Crisis Management
- Geospatial Mapping & Geo-Targeted Alerts
- Purpose-built AI & Automation
- Two-Way Communication

Pricing

Model: subscription

Subscription-based, starting from \$5000.00/year for Everbridge Mass Notification. Custom pricing is required for the full Critical Event Management (CEM) platform and other solutions.

Starting at: USD \$5000

Target Company Size: small, medium, enterprise

Integrations

HR Systems (e.g., Microsoft Entra ID, UKG Pro, Workday), Business Continuity Planning (BCP) Solutions, IT Monitoring Tools, 350+ Ecosystem Integrations

Compliance & Certifications

HIPAA, SOC 2, ISO 27001, ISO 27701, GDPR, FedRAMP Moderate, CCPA

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