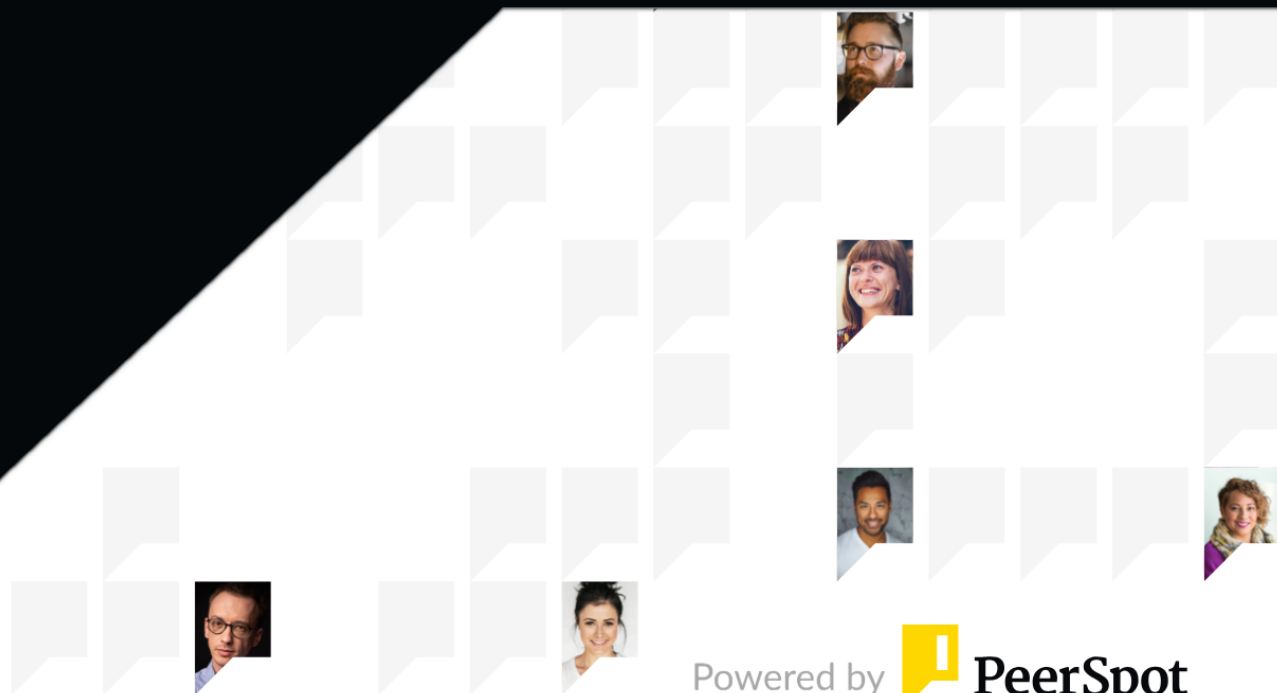




Everbridge Mass Notification

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Everbridge Mass Notification

Everbridge Mass Notification Recap

Everbridge Mass Notification provides robust analytics, GIS targeting, flexible group management, distributed contact data, language localization, multiple options for contact data management, and a “globally local” approach to optimize voice and SMS routing.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“We like the ability to integrate geolocation data from our HR system that tells us where teammates work or live. That information helps us calibrate the notification. If we know a storm or a tornado will hit a specific area, we can look at the map view within Everbridge. The feature is called the Universe View, and it's a section of the tool that lets us notify those folks based on the location data we have for them.”



Verified user

Sr. Director, Operational Risk & Strategy at a manufacturing company with 10,001+ employees



“The reporting we have is very intuitive and provides good insight into the results when we send out a mass notification.”



Chris Saenz

System engineer at Azusa Pacific University

- ✓ “We find the templates useful. We can pre-write them, save them, and reuse them over and over. For instance, we get snow and ice storms in the Northeast, so we have school delays and cancellations. Instead of drafting a new message for distribution each time, you create a template and deploy it. You can change the date of the event and specific information. It might say that class times will be delayed or we'll be closed for a day.”



Verified user

Instructional Technologist at a university with 5,001-10,000 employees

- ✓ “We like the simulation mode, a relatively new feature for Everbridge. It allows our users to practice sending out alerts, which is especially useful for new users transitioning to the platform, and was only possible after this feature was added. If we can't practice regularly, we'll be more nervous in an emergency which increases the chance of mistakes, and we need to be ready to send out those alerts.”



Verified user

Associate Director of Emergency Management at a university with 1,001-5,000 employees

- ✓ “The ability to text all our staff and categorize by specific fields, such as department or position, are valuable features. We can gear messages to specific people or target a particular office, such as the New York office or Washington DC office only. We can target specific departments, such as corporate or litigation, which is very useful for us. Once, we had an active shooter near our Washington, DC, office, and we could send out a message to all the staff in that office. On another occasion, there was a Long Island railroad strike so we could contact all our staff who lived there.”



Verified user

Operations Support at a legal firm with 1,001-5,000 employees

- ✓ “The most valuable features are the ease of use and the ability to set up templates for similar events, which helps streamline and makes it faster to get the message out, especially during a crisis.”



Bob Endress

Chief Information Officer at a government with 201-500 employees

- ✓ “I like how Everbridge can deliver notifications in multiple modes simultaneously. We can set up several emails and phone numbers for each employee so that they can receive information in as many different ways as possible.”



Verified user

Security Alerting at Boeing

What users had to say about valuable features:

“ Everbridge is a dynamic tool that integrates well with our other systems. We can trigger messages from one platform to multiple places. The messages are sent to campus TVs and our website. We've been able to connect it through a lot of different options..”

Verified user

Marketing and Channel Data Manager at a university with 1,001-5,000 employees

[Read full review](#) 

“One of the most valuable features is that we can select specific users to whom we want to message by area. We can draw on the map within the interface and send a message to all our subscribers within that area, ensuring relevant and targeted alerting. This prevents us from disturbing all of our subscribers with messages that aren't relevant to them. .”

Verified user

Protective Services Manager at a government with 51-200 employees

[Read full review](#) 

“Most recently, the ability to pull from white pages and yellow pages is valuable. It used to be that we were using the system and people had to sign up to be included in it, and just last year, we were given the option to pull from white pages and yellow pages, which broadens our audience considerably..”

Verified user

[Read full review](#) 

Public Information Officer at a government with 1,001-5,000 employees

“Everbridge can break up our organization into groups for sending targeted notifications. That's probably the feature I find most helpful. Tornadoes are a huge issue here in Oklahoma, and our campuses are about 30 miles apart. Using this feature, I can send tornado warnings to the campus that's in immediate danger..”

Verified user

[Read full review](#) 

Director at a healthcare company with 1,001-5,000 employees

“I like how Everbridge can deliver notifications in multiple modes simultaneously. We can set up several emails and phone numbers for each employee so that they can receive information in as many different ways as possible.

We also use Everbridge Visual Command Center, integrated with Mass Notification. Using two products from the same vendor is ideal because if we used solutions from two separate companies, we would have to build our user database twice. Once we got one tool set up, transferring the information to the other tool was seamless. It's easy and accurate. There are no discrepancies between the two tools.

We had a different tool before Visual Command Center. It was still getting support, but it was much older. It couldn't handle large amounts of data without slowing down a lot. VCC is a much more modern tool. Things load a lot more quickly, and you don't need to spend as much time waiting for the tool to respond..”

Verified user

Security Alerting at Boeing

[Read full review](#) 

“We like the ability to integrate geolocation data from our HR system that tells us where teammates work or live. That information helps us calibrate the notification. If we know a storm or a tornado will hit a specific area, we can look at the map view within Everbridge. The feature is called the Universe View, and it's a section of the tool that lets us notify those folks based on the location data we have for them.

If you have a hurricane on the coast, you can chart its path on the map using the weather overlay tool. Then, you can select the impacted teammates on the screen. From there, you can create a notification that targets those specific teammates. It's critical to ensure your notifications are tailored to those affected by a particular event. You don't want to send it to everybody in the state or at one location. The notifications should be restricted to those who are impacted.

The templates are also helpful. If you've got a scenario where you need to communicate quickly, you can create a new notification and type what you want to send out to the impacted individuals. It's better to think about that before an event takes place. That's where templates come in. You can save templates in a list and customize those as needed.

There are always variables. Some variables change in every situation. The tool asks a few quick questions, and you can quickly draft a notification based on what's already pre-built within the product. You don't need to scramble to type out a lengthy message and accidentally write something that might expose you to legal liability. We want to ensure each message has been thought out and approved by management instead of doing it in the heat of the moment.

We can ingest data from our HR system into Everbridge, like employees' names, departments, and contact information. For example, we can send notifications based on job titles and pay statuses. We might need to send messages to all non-salaried positions, supervisors, etc.

If we collect that data on our side, we can send it to Everbridge, allowing us to tailor the notification based on essential demographic information or additional values

in those data fields. For instance, I can send a message targeted to everyone in Nashville who is a manager and has a specific job title. .”

Verified user

Sr. Director, Operational Risk & Strategy at a manufacturing company with 10,001+ employees

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Other Solutions Considered

“I used a different solution at a previous employer, and it was much less user-friendly in terms of the interface and didn't have social media integration. The last tool was text, email, and text-to-voice calls, but no social media or website posting, and they didn't have an app either. Our users can get the Everbridge app on their phones, and if they travel into an area with a notice, they receive it right away, a capability the previous solution did not offer. .”

Verified user

[Read full review](#) 

Protective Services Manager at a government with 51-200 employees

“We looked at another solution called MIR3 (OnSolve). Everbridge came out as the winner because it was easier to use, and fit our business model and culture a little better than MIR3 did..”

Verified user

[Read full review](#) 

Sr. Director, Operational Risk & Strategy at a manufacturing company with 10,001+ employees

“We had been using Rave for many years, and it was functioning, but we came to a point where we were long overdue for a good market analysis of the other products out there. We evaluated our current solution at the time, Rave Alert, Everbridge Mass Notification, and OnSolve CodeRED.

We didn't like the OnSolve platform's usability during our demo, so we quickly took them out of the running. We enjoyed the flexibility Everbridge offers and were surprised to find out they came in slightly cheaper than Rave, despite us being customers of the latter for many years..”

Verified user

[Read full review](#) 

Associate Director of Emergency Management at a university with 1,001-5,000 employees

“Before Everbridge, the security department primarily managed notifications. Each institution had its own separate system, so there was no consistency. Many of our students attend multiple institutions within the system. They would get a notification from an institution via one method and get another notification from the other institution. Now, they get one message from the same platform and know what to expect.

I'm an applications administrator, so I've sent messages using many methods, but they're not necessarily mass notification systems. I used the mass notification option or feature in various scenarios. For instance, I use the Blackboard Learning Management system, which has a mass notification that I've used. .”

Verified user

[Read full review](#) 

Instructional Technologist at a university with 5,001-10,000 employees

“We had VESTA Communicator and another tool called Beacon Mass Notification System. Our previous tools had limitations on the amount of data they could handle. We could only put in one phone number or modality for each employee. The employee had to have their cell phone on them to receive the notification.

It required us to update it ourselves, so there was no way we could get buy-in from the employees. I think they had some limited capability at some point toward the end, where users could go in and update their own profiles. However, it was a separate profile that they didn't have to use. Everbridge is connected to the employee profile on Workday that they have to set up when they're hired.

Employees use their Workday profiles constantly, so they're more likely to keep them updated when we ask them to. The most significant pain point with our previous tool was keeping all the data current, and the modalities were limited. The tool we had before Beacon was a desktop mass notification tool. Beacon was site-based, so we had no way to contact people who were working remotely. In many cases, the emergencies affected entire areas, so they might be affected if they worked remotely in the impacted city. Everbridge filled that gap, allowing us to reach out to virtual employees and get them to participate and update their data..”

Verified user

Security Alerting at Boeing

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ROI

Real user quotes about their ROI:

“We have seen an ROI as we use Everbridge regularly. The number of people we can contact versus without a solution like this is where the value lies for us..”

Verified user

[Read full review](#) 

Protective Services Manager at a government with 51-200 employees

“It's challenging to quantify an ROI, especially in an area like emergency notification, but we're happy with the product, and the price is good for us..”

Verified user

[Read full review](#) 

Associate Director of Emergency Management at a university with 1,001-5,000 employees

“It's not an investment that has been made for financial purposes. It's an investment that has been made to get the message out to people and certainly, the messages do get out. In that sense, we have seen an ROI..”

Verified user

[Read full review](#) 

Public Information Officer at a government with 1,001-5,000 employees

“It's hard to calculate the return on investment because we can't put a dollar amount on employee safety. However, the ability to communicate quickly and save lives could potentially help us avoid claims that cost millions of dollars. We can definitely get ahead of that by sending notifications and checking on our employees.

That's where the ROI comes in. Previously, we were solely reliant on supervisors at a location to manage a crisis, communicate with their teams, etc. This allows us to send alerts down and we know they will be delivered..”

Verified user

[Read full review](#) 

Sr. Director, Operational Risk & Strategy at a manufacturing company with 10,001+ employees

“ We see an ROI from the ease of use and reliability. Other systems can't manage a crisis as well as Everbridge. Unlike other SMS platforms or other tools, Everbridge is designed for emergencies, so the reliability is there. We haven't compared it with other tools because we've been with them for so long. This is the tool we trust for our emergencies and we utilize it instead of other ones we use for general communication.

I can't speak about other emergency platforms. I'm talking about commercial text applications that send students academic notices and grades versus Everbridge, which is what we use for a life-threatening emergency. .”

Verified user

[Read full review](#) 

Marketing and Channel Data Manager at a university with 1,001-5,000 employees

“Students and faculty are so overwhelmed with coursework that they tend to ignore emails. Messages from this system catch their attention. And again, for the various reasons that we use it for, registration, "Your registration hasn't gone through. Your payment hasn't been processed," whatever kind of message, it definitely gets their attention. The return on investment from that standpoint alone is invaluable. But then let's just unfortunately say that we have a mass shooting or something like that. How can you measure? How can you actually measure that return on investment based on that? You're talking about lives. So, what's the value of one life? It would be paid off in just being able to reach that one person and get them to safety..”

Verified user

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Instructional Technologist at a university with 5,001-10,000 employees

Use Case

“We use Everbridge for various emergencies where we must rapidly notify everyone at a location simultaneously. For example, we once had multiple tornadoes touch down close to one of our sites, so we sent notifications to that site. I believe it was in Oklahoma City.

The company notified the 200 employees working at that location, asking them if they needed any help or if their homes were affected. We quickly got responses back from some people who had damage to their homes, and we assisted them..”

Verified user

Security Alerting at Boeing

[Read full review](#) 

“We use the solution to notify the public about emergencies occurring within our region and other urgent notices, such as disruptions to municipal services.

Everbridge hosts the platform in the cloud, and we operate it via our browser. We're deployed across a regional district, including rural electoral areas and member municipalities. So, we have both urban and rural end users, around 3400 in total. Around 30 staff within our organization have access to the solution, mainly from the communications department and emergency program, and they are responsible for sending out and monitoring notifications. .”

Verified user

Protective Services Manager at a government with 51-200 employees

[Read full review](#) 

“ Everbridge is primarily for emergency communication. It could be used for smaller alerts, but we mostly use it for life-threatening events, like extreme weather or an active shooter. Only a couple of employees (security and campus communications) use and maintain the solution.

I took over Everbridge and re-engineered it for our university. I updated all the templates and trained various users. In the past, their use was simple and limited. I re-architected it to work with multiple systems. Everbridge was already in place when I joined, but I overhauled how we utilized the tool and connected it to more systems. We have optimized the platform over the last two and a half years using all the communication templates and features natively in the software.

The administration is cloud-based, so we log in and manage that. Nothing is on-prem except our contact list, which we upload via the API. Everbridge is deployed in two locations: our communications office and our public safety/emergency office. Those are the administrators. We have about 30,000 end-users who receive notifications, including faculty, staff, students, and online students. .”

Verified user

[Read full review](#) 

Marketing and Channel Data Manager at a university with 1,001-5,000 employees

“I'm a manufacturing and distribution company's Senior Director of Operational Risk and Strategy. Anything related to technological or safety risks runs through my team.

We use Mass Notification to provide alerts about extreme weather events. We're located in the mid-Atlantic region, so hurricanes are common, but we also use it for ice storms, snow, tornadoes, etc. We use Everbridge to send notifications to our teammates and ask them about their status.

For example, we send follow-up questions to impacted teammates, asking them, "Hey, do you need anything? Do you need help? Can we reach out to you?" The tool enables two-way communication. In the past few years, we've also used Everbridge to complete daily check-ins for COVID-19. Some of our facilities are high-density, so we wanted to make sure that we ask questions about symptoms before our employees come to work. It was just a simple "yes" or "no" question that allowed us to understand the employee's health status. We were sending thousands of messages every day.

The third use case would be any emergency, such as a security threat. We can use Everbridge to inform employees of an event that may impact them, such as a protest or a shooting. We might send out a message telling them to avoid the area. .”

Verified user

[Read full review](#) 

Sr. Director, Operational Risk & Strategy at a manufacturing company with 10,001+ employees

“I work for a higher education system with 17 institutions, so Everbridge is deployed across 19 locations. We have 12 colleges, five universities, and two system offices. Each has staff, faculty, and students receiving notifications.

We primarily use Everbridge for notifications about extreme weather and other emergencies. We also use the solution to send other higher education information about tuition payments, registration, etc. We also had grant-funded mental health support during the pandemic, so we used it to announce those services to students.

Right now, we aren't using any other Everbridge solutions, but we are trying to deploy the mobile app. There are a couple of other things we're looking into for events, but it hasn't been deployed yet.

We've discussed expanding use, but Everbridge discourages using the platform for anything besides emergency notifications. They want recipients to understand that it's an emergency when they see this type of alert. The company is steering us away from using it for other purposes, like notifying students when registration is open. However, this is the only mass messaging system with all contact information. I think we could define the messages so that people can differentiate between emergency and non-emergency alerts. This could be done by using different wording or including a subject line that notifies them that it's an emergency. .”

Verified user

[Read full review](#) 

Instructional Technologist at a university with 5,001-10,000 employees

“This solution is primarily used as one of our emergency notification methods, and we use many of the solution's features. If there's a significant emergency on campus, we can alert our community, faculty, staff, and students via text, voice calls, and email. We also have Everbridge tied into our social media so we can push alerts there, and we use the RSS feature to push notifications to our primary website. In one scenario, we had a significant emergency response from police and fire on the campus, and we used the solution to send out messages multiple times throughout the day. Initially, asking people to avoid the area, but also countering rumors and providing updates. In another instance, we had to close a building earlier than planned due to an unexpected incident. Most recently, we've been using what we call timely notifications via email only; it's a requirement under federal law for universities to inform individuals when crimes occur on or around campus. Unless we need people to take immediate action, such as seeking a safe location, we can send alert emails using a template. We have specific users with limited access and can only send out alerts via email using the created template, which is a good feature.

We have two main campuses in Chicago that are relatively close to one another, with our staff spread across both campuses. We typically use the web version of the solution, but a few of us have the ManageBridge app that allows us to use it from our phones, although that isn't our preferred method. Approximately 20 staff split across two departments with different roles have varying levels of access to the platform. I'm in Public Safety which is in charge of security on campus, and we have several users who can send alerts. However, we typically rely on our Marketing and Communications department, responsible for launching emergency notifications. We work closely with them, and both departments ensure the facts are correct and the language is tweaked before notifications go out. Fortunately, we've had a little time in most emergencies to get the language right before sending the message. .”

Verified user[Read full review](#) 

Associate Director of Emergency Management at a university with 1,001-5,000 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I wasn't involved in the initial setup, but the solution requires next to no maintenance. Occasionally, users call us and ask for their information to be removed from the platform if they don't know how to do that themselves, and that's it..”

Verified user

[Read full review](#) 

Protective Services Manager at a government with 51-200 employees

“It took about three or four months to fully realize Everbridge's capabilities. We had to ensure everyone was onboarded to the system. The employees had to participate. They had to update their Workday profile with their current email and the right phone number before we could realize a nearly 100 percent response.

We still have issues. There is a lag when people transfer sites, so sometimes employees get notifications when they shouldn't sometimes, or they won't get a notification because they haven't updated their workday profiles..”

Verified user

[Read full review](#) 

Security Alerting at Boeing

“Everbridge is a cloud-based solution, and everything was set up before I joined the organization. It requires very little maintenance. We update our contact data each night, and it also uses certificates that must be updated. However, the vendor performs all the backend software upgrades.

I handle any records that need to be entered manually and custom notifications. For example, I can make a specialized notification for people who haven't paid off their accounts. I upload those contacts, send out the message, and delete them, so don't duplicate the users in the system and increase the license cost. .”

Verified user

[Read full review](#) 

Instructional Technologist at a university with 5,001-10,000 employees

“I was not involved in its deployment. The maintenance involved would be when they implement changes. In some cases, we had to almost relearn the system. There was a change about a year ago that impacted the mapping, and it worked entirely different than previously. We had to basically relearn how to do this.

Their mass notification capabilities change all the time. We get emails on practically a daily basis, and sometimes, many emails in the course of the day about changes and upgrades to their system, many of which do not impact us. For the ones that do not impact us, we get a message saying that they've changed their systems in Singapore. They're doing a lot of changes on an ongoing basis, and some of them do impact us. .”

Verified user

[Read full review](#) 

Public Information Officer at a government with 1,001-5,000 employees

“The initial setup was relatively straightforward, and the Everbridge representative we worked with assisted us greatly. They helped us with the setup, migration, and ensuring we got our data into the platform so we could contact our users. As with all technical projects, we ran into a few issues, but we managed to troubleshoot them and get them sorted out.

Three to four IT staff members and I were involved in the deployment, though we weren't all working full-time on it. One team member did a lot of the work and prepared our data; the others were available to help troubleshoot issues where required and oversee the process.

We set up a daily feed to EverBridge checking the information, including current students, faculty and staff, their mobile numbers, email addresses, etc., is correct. This process is automated and takes place every day at noon, and I get confirmation that it worked, so it is not maintenance per se. If there were an issue with the data, then that is something we would have to look into..”

Verified user

[Read full review](#) 

Associate Director of Emergency Management at a university with 1,001-5,000 employees

“Deploying Everbridge wasn't too complex. The hardest part of deploying a tool like this is integration. You need to pull in employee data and ensure that all the agreements are in place from a contract standpoint.


From a cyber-liability standpoint, we must ensure everything is locked down and secure. That took the longest time because we were sending so much personal data to a company. We have a contracting agreement with Everbridge, and we need to make sure that they're doing the work on their end to secure sensitive data. Once you get that done, the tool's very easy to use.

The implementation involves knowing which data fields we want to use, like job title, location, department, etc. When we're setting up the solution we need to know any data we plan to use down the road.

We also had to configure role-based access. You can set up an individual for one location or a group of people. We probably have more than a hundred direct users who can access the tool locally. It isn't something where one person has total control over everything. We have assistant admins and local communicators or notifiers who can send out communications to teammates within their departments or sites.

Everbridge doesn't require maintenance as long as the HR system is connected and sends the data every night. That's the only maintenance you need to keep an eye on. But everything else is pretty straightforward..”

Verified user

[Read full review](#) 

Sr. Director, Operational Risk & Strategy at a manufacturing company with 10,001+ employees

Customer Service and Support

“The technical support is good; everyone has been very happy with their responses and materials. There is also an excellent platform called Everbridge University, which offers many learning resources..”

Verified user

Protective Services Manager at a government with 51-200 employees

[Read full review](#) 

“The customer support is excellent, and we're delighted by how quickly they respond. We recently had a minor issue, and they got back to us within an hour or two. They didn't have an answer at first but contacted me to say they were looking into it, which was really good to hear..”

Verified user

Associate Director of Emergency Management at a university with 1,001-5,000 employees

[Read full review](#) 

“I rate Everbridge support a ten out of ten. They've always been responsive to tickets or feature requests. I have monthly meetings with my account representative. When we submit information to them, they've been phenomenal about getting back to us with answers and suggestions.

They do a wonderful job providing customer service and training. Their engineers are always available to help you with troubleshooting or figuring out new ways to utilize their tools. .”

Verified user

[Read full review](#) 

Marketing and Channel Data Manager at a university with 1,001-5,000 employees

“I rate Everbridge's support an eight out of ten. When we first got the product, the person they assigned to be our customer representative wasn't the best. They didn't respond quickly enough. At times, we felt like we knew more about certain parts of the product than they did. When we asked questions about things they didn't know, they weren't proactive about finding the answers.

After we complained, Everbridge sent us someone new. He knows a lot more about the product and works late hours to figure things out and get us a response the same day, so our support has improved a lot. We're looking forward to the new capabilities they're developing and seeing where the company goes..”

Verified user

[Read full review](#) 

Security Alerting at Boeing

“I rate Everbridge support a nine out of ten. I haven't used technical support much, but our account manager is phenomenal. I can reach her at any time to get help, and she's invaluable to me. She is based on the West Coast. Our account manager is a nice person, and we have a good working relationship.

The technical support is highly responsive. When you call outside of regular hours, you might get someone from another country and sometimes you need to explain your issue a little more. That's one area where all companies are falling short. They outsource to other countries to save money, and communication barriers can make it hard to get answers quickly. That can be frustrating..”

Verified user

[Read full review](#) 

Instructional Technologist at a university with 5,001-10,000 employees

“I rate Everbridge support a nine out of ten. They have a 1-800 number we can call, and we have a client account manager. They also have online support and something called Everbridge University, their complete learning solution for the tool.

When I need to train new people on how to use the tool, I send them to Everbridge University. There are a lot of courses covering everything from sending notifications to creating messages. Their training offerings are pretty robust.

During implementation, they sent someone to our location for a few days to work with our team and ensure we were properly trained. They helped us implement the solution and get some templates going. .”

Verified user

[Read full review](#) 

Sr. Director, Operational Risk & Strategy at a manufacturing company with 10,001+ employees

Other Advice

“It's fairly easy to learn and use. It has a lot of details, so you do need to pay attention to what you're doing. I'd advise asking a lot of questions because there are capabilities that are buried, and there have been times when we've only found out that something is available by asking about it.

I'd rate Everbridge Mass Notification a seven out of ten..”

Verified user

Public Information Officer at a government with 1,001-5,000 employees

[Read full review](#) 

“I rate Everbridge Mass Notification a ten out of ten. If you plan to implement Everbridge, I suggest getting creative. The platform's native features enable you to target your messaging creatively.

I've got information that is not necessarily in our databases but needs to be included in Everbridge notifications. For example, I added a custom field to Everbridge that I use to tag specific members of a leadership team and use that tag to target those groups. Everbridge is constructed to enable you to accomplish anything you want in terms of message targeting..”

Verified user

Director at a healthcare company with 1,001-5,000 employees

[Read full review](#) 

“I rate [Everbridge Mass Notification](#) an eight out of ten. There are a few mass

notification players out there, so you should find a tool that fits your culture, is easy to use, and makes sense for your organization. They all have the same functionalities, but some are better than others.

[Ease](#) of use is where you will get the most value, but security is also crucial. You need a secure company that will protect your data. Check the terms of use and provisions on data privacy. Do your homework on each one..”

Verified user

Sr. Director, Operational Risk & Strategy at a manufacturing company with 10,001+ employees

[Read full review](#) 

“I rate the solution nine out of ten.

Before using Everbridge, our main challenge was getting the necessary information out on time. The traditional means of doing so are far less efficient than having multiple forms of communication sent out from one platform, including email, text, phone calls, and social media integration. Everbridge is much more efficient because it allows us to get in touch with our subscribers rapidly.

My advice to those evaluating the solution is that seeing a real-world application of it is advantageous. It would be good to look into case studies of how organizations are currently using Everbridge, how they've used it in actual emergencies, what their experiences were, and how quickly they could get information into the system and out to users. .”

Verified user

Protective Services Manager at a government with 51-200 employees

[Read full review](#) 

“I rate [Everbridge Mass Notification](#) a ten out of ten. Everbridge developed great knowledge and insight over the years, and its representatives bring that to the table during emergencies. They provide useful suggestions, training, guides, emergency planning programs, and other options to help you benefit from the tool and the professional knowledge that they bring. They've been involved in many emergencies over the years.

I find that beneficial, especially if you have several new employees or people that haven't had to face some of these mass emergencies before. They prepare you with tons of information. I recommend looking beyond the technical aspects of the tool. As a whole organization, Everbridge provides many benefits, including workshops, training, speakers, guidance, various scenarios, and great customer service. .”

Verified user

Marketing and Channel Data Manager at a university with 1,001-5,000 employees

[Read full review](#) 

“I rate the solution nine out of ten.

Before using Everbridge, our challenge was that our previous solution wasn't as flexible, and we experienced some issues with the platform. We also had problems with an internal email tool we were using, which was unreliable and had issues depending on the browser used.

My advice to others evaluating the solution is to consider who will send messages and what type. There's an incident platform and a notification platform in Everbridge; they're the same tool, but the incident platform allows greater flexibility when providing different user access levels. Post-deployment, we had to look into how incidents work because we wanted one group of users to be able to send emails only, for example. The incident platform works well in enabling us to do that.

We plan to leverage the keyword opt-in feature for our next graduation and potentially similar events. .”

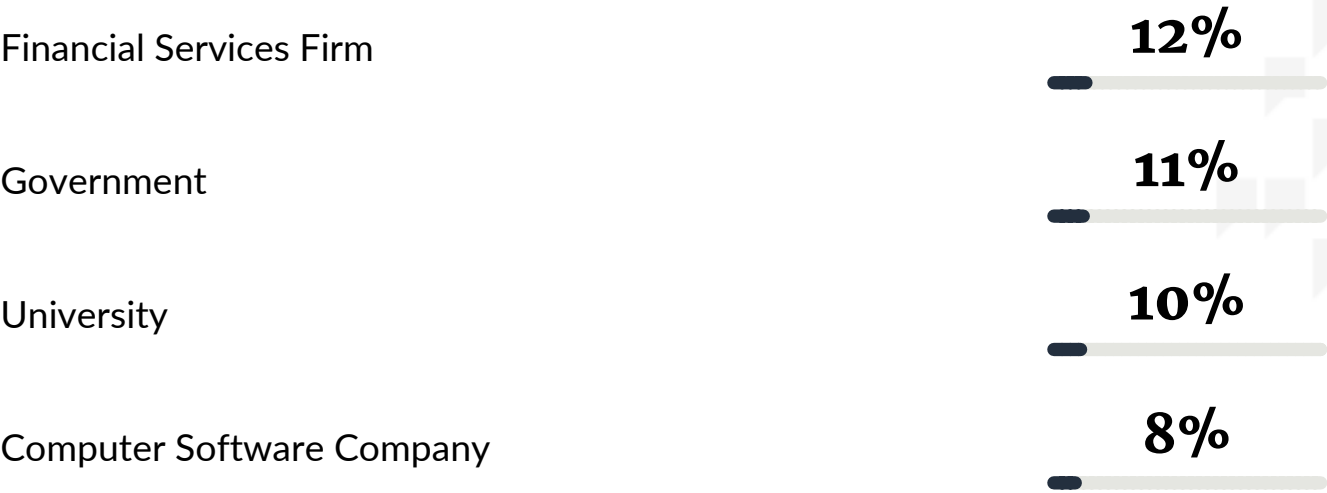
Verified user

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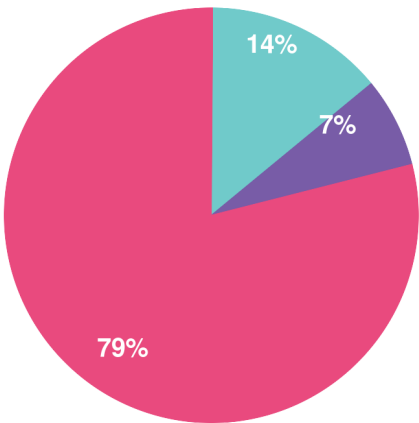
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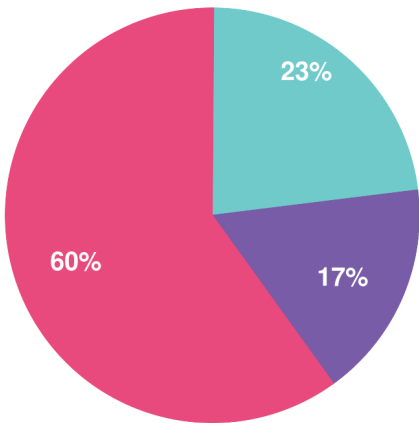




Company Size

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