



Everbridge Crisis Management

Everbridge Crisis Management orchestrates all crisis response activities, teams and resources to accelerate critical event recovery times and allow organizations to continue to deliver on their brand promises with the least possible impact to life safety, revenue and reputation.

Usage

Unlimited life-safety notifications via E-mail, Voice, SMS Text and push notification
Unlimited non-life-safety notifications via E-mail and push notification

Core Platform Access

One (1) additional Organization
of Responders as indicated on the quote
Unlimited response plans
Custom branded portal with custom fields
Flexible role-based access controls to manage user permissions
Access to Crisis Management
Access to Everbridge Universe and Custom Reporting

Key Features

Mobile Application - With interactive mobile task lists, alerting, document access
Web Collaboration - With customized task lists depending on role and type or incident; task status updates; situation reports, Log and To Do lists
Plan Management - Central repository of plans and tasks
Dashboard - Real-time event dashboard showing all open and complete tasks
Dynamic Task Management - Task manager to automate task assignment and add tasks on-the-fly
Automated Escalation - Notification/task escalation to automatically send a notification/task to the next person or group if there is no confirmation
Reporting - Real-time reporting for improved situational awareness and easier after-action analysis
Auditing - Detailed event logging for all tasks and communication
Response Plan Templates - Safety, Security, Natural, Facility response plan templates
Exercise Mode - Launch critical events in exercise mode to support training drills and table top exercises

Set-up, Implementation & Support

Up to 10 total hours of a dedicated Implementation Specialist during a Standard Implementation
Self Service Administrative Set-up, Configuration and Default Preferences
Unlimited Access to Everbridge University classes
24x7 Customer Support (phone, web, email)
Global Support/Operations Centers for Redundant Live Support

Crisis Management – with MN/IC Deployment

OVERVIEW

Crisis Management (CM) orchestrates crisis response activities, teams and resources to accelerate critical event recovery times, allowing organizations to quickly limit adverse impacts to life safety, revenue, and reputation.

Crisis Management Benefits

- ❖ Increase execution performance by realizing efficiencies in every area of the response
- ❖ Improved risk management
- ❖ Increased the predictability and capacity in the case of uncertainty
- ❖ Enhanced visibility

Crisis Management Base offering is for new Everbridge customers using one of the Everbridge Incident Communications products (currently using MN Standard). Customer will have documented response plans/standard operating procedures in place prior to project start. A Professional Services resource will partner with the customer to configure, deploy and customize the Crisis Management solution. This includes building a project roadmap designed to quickly implement all Everbridge system functionality while incorporating response plans and use cases.

SCOPE

Crisis Management is deployed in single instances of Everbridge SaaS environments known as organizations. A Crisis Management (new) deployment will provide the following services:

- **Remote Consultation:** Services geared to implement Crisis Management for new customer
 - Creation of a customized roadmap
 - Create up to 3 Critical Events templates
 - Review of response plan/s to identify the communications workflow/s
 - Incorporate crisis management best practices and lessons learned into template building
 - Consulting on the data management strategy
 - Demonstrate and configure all Crisis Management features and add-ons
- **Onsite Training:** Ensure proficiency; includes administrator and message sender training
 - On-site training for 2 consecutive days at a single customer location
 - Covering all functionality related to Incident Communications and Crisis Management

SERVICE ITEM SUPPORT LOCATIONS & COSTS

Service Item	Support Location	Costs
Consulting Services	Remote	
2 day Onsite Training	Onsite	
Total Fixed Fee		\$15,000 USD

Completion Criteria

The engagement is considered complete upon the delivery of the onsite or remote Professional Services outlined within this inclusion sheet or upon successful deployment of MN Standard Product with Crisis Management.

Time and Expenses

The Professional Services rendered pursuant to this inclusion sheet shall be valid and usable for the lesser of twelve (12) months or the remainder of the then current term.