

Major Manufacturer Uses Crisis Commander to Combat Data Breach



OVERVIEW

The following is a story of how the manager of security for a global manufacturing company was able to use Crisis Commander to effectively communicate and collaborate with key stakeholders during a crisis situation.

BACKGROUND

Late Friday afternoon a member of the IT Security team contacted Dave H, the manager of security for North American manufacturing for a major global company to advise Dave that a data breach had been detected and that hackers had access to the company's internal systems. Malware had been found on the company's network that was believed to have transmitted employee user IDs and passwords to a hacker. At this point, explained the IT Security team member, they could not be sure what systems might be compromised, including company email.

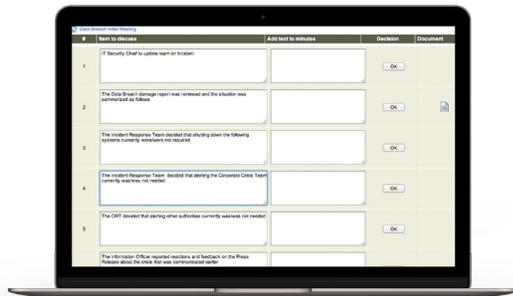
Major Manufacturer Uses Crisis Commander to Combat Data Breach



COMMUNICATING EFFECTIVELY WITH THE RIGHT TEAM MEMBERS

Dave thought for a moment- obviously the IT Security and Crisis Management teams, as well as others, had to be notified, but an email alert might also tip the hackers. Dave logged in to Crisis Commander, a system hosted and maintained outside the company network, and immediately went to the notification window. Dave selected the appropriate contact lists, chose the “SMS and Voice” notification option, and instantly alerted hundreds of team members via text and voice messages to their cell phones, homes and offices. The alert provided information on the situation and details of a virtual meeting that would be hosted to develop an approach to address the situation. Almost all of the team members accepted the invitation, and the conference call began soon after distribution.

BEYOND COMMUNICATION: COLLABORATION DURING A CRISIS

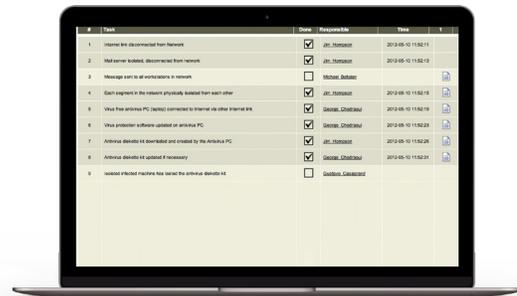


As he initiated the conference call, Dave also activated the meeting agenda for “Possible Data Breach” in Crisis Commander. As team members logged in to the call, they were told to access the meeting agenda as well, and were able to see meeting agenda items, decisions to be made and responsibilities that were assigned in real time during the call. Even better, all of these items, as well as the

notification and notification receipts, were logged securely in Crisis Commander’s central log. Once the team realized the extent of the problem, they decided to activate several pre-established plans for malware infection and data breach response that were stored in Crisis Commander.

COORDINATION THROUGH RESOLUTION

After the meeting, the team immediately activated the appropriate plans in Crisis Commander. Using the plans they were able to assign plan tasks to individuals, track status and completion and monitor progress. All tasks, decisions and communications were logged automatically by Crisis Commander throughout the crisis. In addition Crisis Commander’s flexible structure enabled the team to modify the plans on the fly to customize the plans for the current crisis and to adapt to changing circumstances. All these activities occurred in a highly secure environment outside of the company’s IT Infrastructure.



The team worked through the weekend and into the following week, using Crisis Commander to communicate, collaborate and coordinate team activities throughout the crisis. Using Crisis Commander enabled them to respond quickly and securely minimizing the business interruption, using pre-set plans, agendas and contact lists, as well as plans established during the incident.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in 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.



CS_Major_Manufacturer_Uses_Crisis_Commander_1.17.1

VISIT WWW.EVERBRIDGE.COM
CALL +1-818-230-9700