

EVERBRIDGE IT ALERTING AND IBM RESILIENT: BRINGING IT SECURITY RESPONSE TO THE NEXT LEVEL



IBM Resilient

NOW INTEGRATED WITH



RESOLVE IT SECURITY INCIDENTS FASTER WITH THE COMBINED IBM RESILIENT & EVERBRIDGE IT ALERTING SOLUTION

Everbridge's IT Alerting helps organizations to automate communications, collaboration and orchestrates tasks and processes to resolve IT incidents faster. The integration with IBM Resilient allows you to utilize the power of an Enterprise Incident Response solution with the collaboration capabilities of Everbridge. The solution provides IT workforce on-call schedule management, multi-modal targeted notifications, automated escalation, 1-click smart conferencing, 1-click ChatOps channel, automated remediation workflow execution, to help to engage the right staff and resolve the incidents created in IBM Resilient. With IBM Resilient & Everbridge together, security teams achieve consistent, intelligent, and faster response to complex cyberattacks.

EXTENDED CAPABILITIES WITH EVERBRIDGE IT ALERTING

Enhance IBM Resilient's Incident Response Platform with automated communication and collaboration.

- + Multi-modal, custom tailored targeted notifications to the different stakeholders
- + Automatic functional and management escalations
- + Workforce on-call schedules
- + 1-click smart conferencing from notification, 1-click ChatOps channel
- + Conference call recording
- + Automated response workflows for fast and controlled remediation
- + Team response performance reporting and audit trail
- + Use an off-net encrypted communication system when yours is compromised

BENEFITS

- + Resolve IT security incidents more effectively with faster coordination of resources
- + Minimize the damage and contamination by decreasing response times
- + Stay compliant by communicating with all key stakeholders who need to be kept informed
- + Proactively inform all potentially impacted business users so the damage is contained



EVERBRIDGE IT ALERTING AND IBM RESILIENT: BRINGING IT SECURITY RESPONSE TO THE NEXT LEVEL

KEY FEATURES AND FUNCTIONALITY

IDENTIFY THE RIGHT TEAMS AND PERSONNEL BASED ON WHO'S ON-CALL, LOCATION, AND SKILLS

Smart Routing technology offers multi-criteria based identification and on-call scheduling to identify the right teams and individuals to engage. Automated escalation will kick in if people don't acknowledge in a timely manner.

ENGAGE THE RIGHT TEAMS IN REAL TIME, COLLABORATE AND ORCHESTRATE

The platform helps to minimize response time based on best responder match basis. Smart Orchestration technology offers the ability to notify various groups such as IT staff, key stakeholders, impacted business users on a variety of delivery methods (e.g.: phone, SMS, email). Recipients of the targeted notifications can manage their device preferences and setup quiet time periods for not receiving messages. The solution offers 1-click pinless conference bridge access and integrations with ChatOps like Slack, Cisco Spark.

GAIN VISIBILITY INTO INCIDENT RESPONSE PERFORMANCE ACROSS ALL AREAS OF IT: SERVICE OPERATIONS, SECURITY OPERATIONS, DEVOPS AND IT BC/DR

Interactive dashboards provide heat map showing IT managers where they should focus their attention. Smart Analytics provide incident response performance trending by group, time, or type to help continuously improve processes and assist managers with resource planning, optimize response times and SLAs. It offers baseline monitoring, and early warnings so that businesses can proactively ensure adherence to the organizational Service

DOWNLOAD THE EVERBRIDGE APP:

[HTTPS://EXCHANGE.XFORCE.IBMCLLOUD.COM/HUB/RESILIENT](https://exchange.xforce.ibmcloud.com/hub/resilient)

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) is the global leader in critical event management and enterprise safety applications that automate and accelerate an organization's operational response to critical events in order to keep people safe and businesses running faster. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Lansing, London and Stockholm.

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

