



# Everbridge IT Alerting

## Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Senior Manager, IT Operations at a hospitality company with 1,001-5,000 employees

**SeniorMa4d82**

### **WHAT IS OUR PRIMARY USE CASE?**

Escalation and incident management.

### **HOW HAS IT HELPED MY ORGANIZATION?**

We have been able to quantify improvements in escalation and time to resolution. It has decreased timeframes and improved resolution by 35 - 40 percent. We used to have one individual handling a call, along with other duties. So at times, they would have to step away from those other duties to handle the call or reach out to someone else. This solution has allowed them to be on the call for questions, while still being able to escalate outward.

### **WHAT IS MOST VALUABLE?**

Incident management Ease of integrations

### **WHAT NEEDS IMPROVEMENT?**

It could use more enhancement type integrations, but no improvements to functionality are needed.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

No issues with stability.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

No issues with scalability.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Technical support is helpful.



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**WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

We did not have a previous solution. We were looking at solutions to allow us to better streamline escalation and incident management between teams.

**HOW WAS THE INITIAL SETUP?**

Straightforward. It is software as a service. We had a brief setup and training session.

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Pricing is reasonable, based on different customer types.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

PagerDuty.

**WHAT OTHER ADVICE DO I HAVE?**

The service and support teams are very knowledgeable and willing to work with you on improving overall functionality and enhancements.

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