

A Digital Solution for Vaccine Rollout

Atos-Everbridge
Delivering an efficient vaccine process

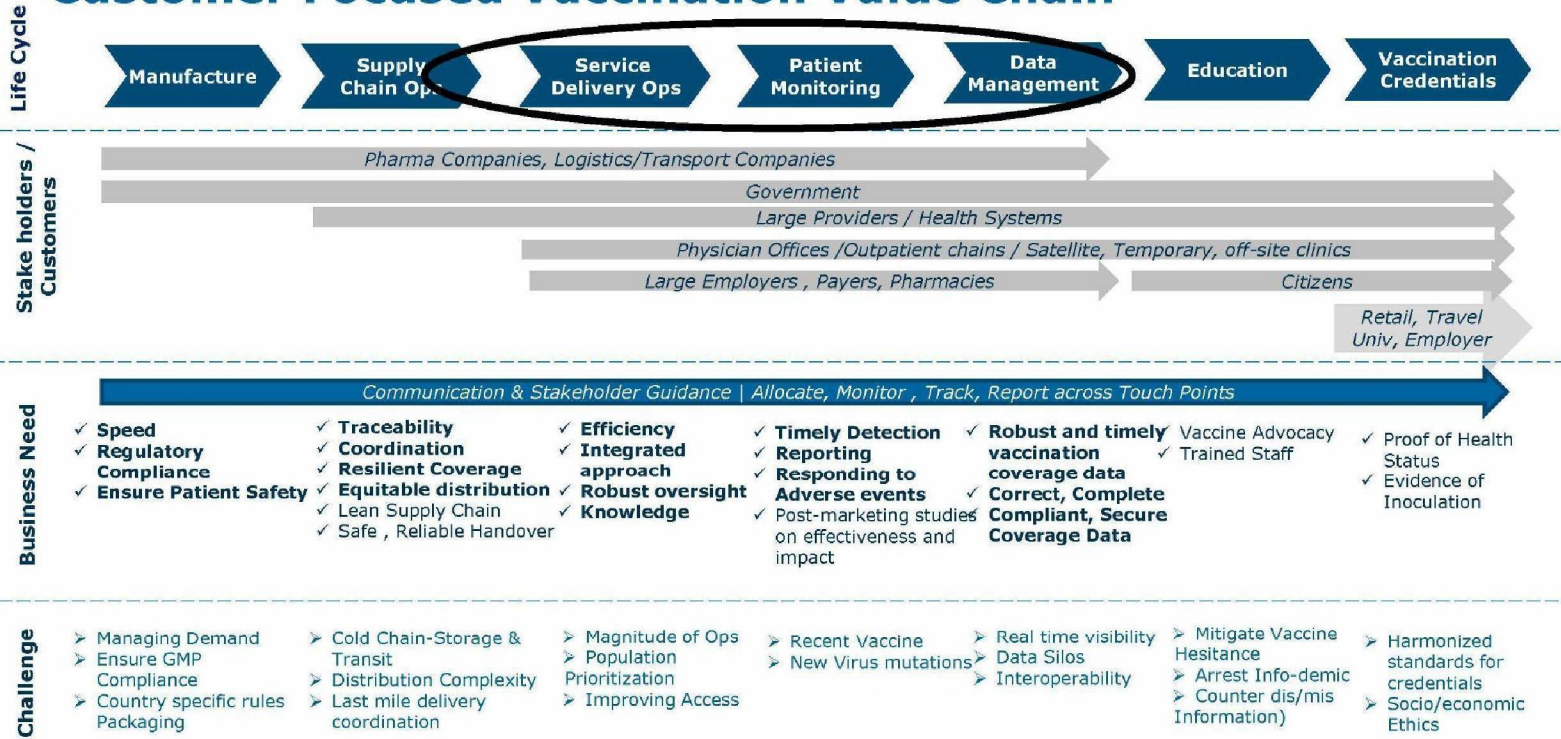
RIVM, April 8, 2021



Agenda April 8, 2021

- ▶ Introduction
- ▶ Vaccination process review with Everbridge solution/demo 25 min
- ▶ Conclusions/next steps

Customer Focused Vaccination Value Chain



Everbridge: Mission Driven

Keep People Safe and Businesses Running

Experience

GLOBAL PUBLIC COMPANY

- + 5400+ Enterprise Customers
- + Multi-Vertical
- + 200+ Territories Including 7 Countries

Innovation

CEM FIRST TO MARKET

- + Customer Driven
- + 160+ Worldwide Patents
- + 350+ Ecosystem Integrations

Value

CUSTOMERS FOR LIFE

- + **Modular Purpose-Built**
Start with one use case
- + **Everbridge Network**
Collaboration with Public & Private Networks
- + **97+ % Retention Rate**

Flexible, Secure, SaaS Delivery Platform



99.99%
Uptime



600,000,000
People Reached



5,000,000,000
Messages Sent in 2020

The Use Cases



POPULATION SENTIMENT

- Resident Connection
- Polling residents on their interest in vaccination
- Direct residents to the pre-registration portal or call center through clickable links
- Provide residents with trusted source information to informative websites



PRE-REGISTRATION

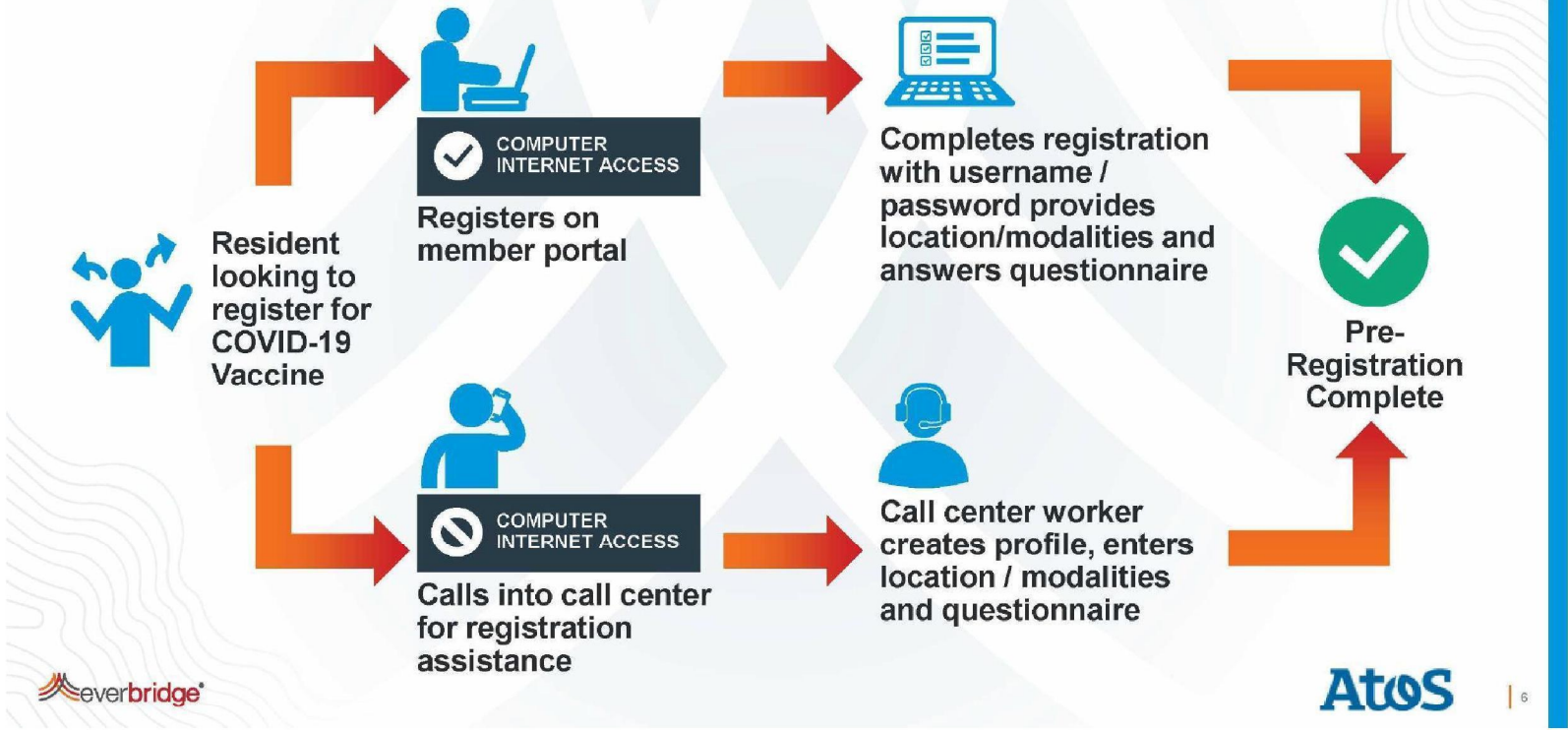
- Providing peace of mind by registering for vaccine availability.
- Collecting data for scheduling based on current Phase



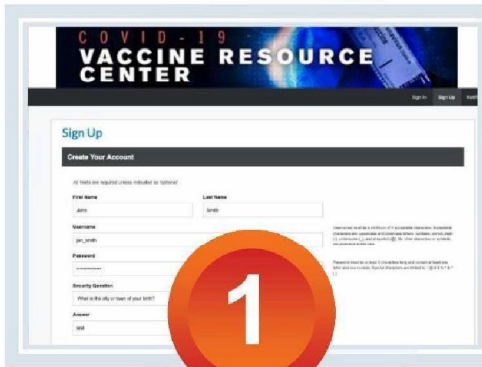
SCHEDULING

- Set total amount of available doses to avoid over-booking
- Automate the notification, scheduling confirmation and data management
- Avoid potential waste by geo-targeting registrants for last. Minute remaining doses.

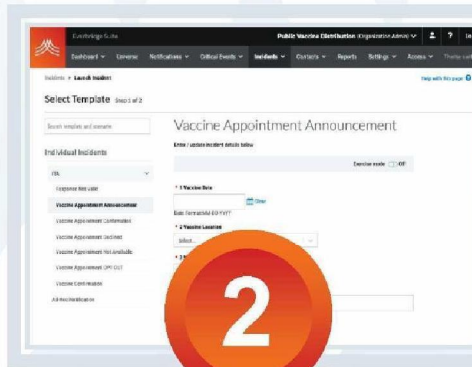
Pre-Registration Journey



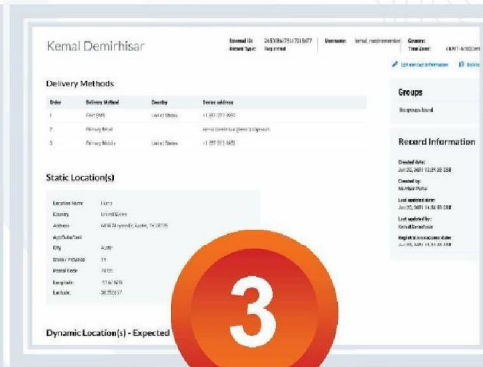
The Process



**Resident
Pre-Registration**



**Availability
Notifications &
Appointment
Scheduling**



**Post-
Administration
Tracking and
Reporting**

Resident Pre-Registration Portal

COVID-19 VACCINE RESOURCE CENTER

Sign In Sign Up Notifications

Help & Account

Covid-19 Vaccination Portal

Register to be notified when the COVID-19 vaccine is available. We are accepting registrations for the COVID-19 vaccine, once available you will receive an invitation to confirm the date and time of the available appointment we send out. You will receive a confirmation response when you accept the available appointment.

Your vaccination information may be shared with State and Federal vaccination reporting systems, but will not be shared or sold to any other third parties.

[Register Here](#)

Sign in to your account

Username

Password

[Sign In](#)

[Forgot Username](#) or [Forgot Password](#)

Welcome kevin_vaccinemember Logout

Help & Account

Complete Profile

Profile Locations Information Review

Profile Information

First Name

Last Name

Registration Email (Optional)

Time Zone:

CONTACT INFORMATION

Primary Email (Optional)

First SMS (Optional)

Second SMS (Optional)

Profile Information
Profile information will help us customize the notifications we deliver to you.

Resident Pre-Registration – Resident Questionnaire

Complete Profile

Profile Location Information Review

Additional Information

Are you a Healthcare Worker?
no

Are you Over 65?
Yes

Date of Birth
1955-10-10

Preferred Vaccine Location(s)
 St. Mary's Hospital, Washington
Franklin Community Center, Franklin
 CVS, Madison
 CVS, Cheate
 Walgreens, Knoxville
 Rite-Aid, Arlington

Preferred Vaccination Days
 Mondays
 Tuesdays
 Wednesdays
 Thursdays
 Fridays
 Saturdays
 Sundays
 Any Day

Preferred Vaccination Times
 Anytime
 Morning (8-11)
 Afternoon (1-4)

Vaccine Registration Number (Optional)

Age
70

Save & Continue

Additional Information

This additional information is used to send notifications that are relevant to you and your location.

Complete Profile

Profile Location Information Review

Review

My Profile [Edit](#)

Username: kvivl_vaccinemember
First Name: Kevin
Last Name: Ironfort
Registration Email: kironfort@gmail.com
Primary Email: kironfort@gmail.com
Everbridge App: Not logged in

Location Information [Edit](#)

Home: 600 Congress Ave, Austin, TX 78701

Additional Information [Edit](#)

Are you a Healthcare Worker?: No
Are you Over 65?: Yes
Date of Birth: 1955-10-10
Preferred Vaccine Location(s): St. Mary's Hospital, Washington
Preferred Vaccination Days: Any Day
Preferred Vaccination Times: Anytime
Age: 70

Review

Confirm the information you've provided is accurate. After completing your registration, you will be able to edit the information at any time.

Finish



Call Center Friendly

Contacts > Add Contact

General Information

* First Name M.I. * Last Name Suffix

* External ID

* Record Type Country Time Zone

Groups [Manage Groups](#)

No groups found

Delivery Methods

Everbridge will go down this list, in the order specified here, when attempting to reach this contact.

Add a delivery method:

Static Location(s)

[+ New Static Location](#)

- Look up contacts to ensure no duplicate entries
- Easy workflow to add new registrations by simply answering contact form

Scheduling Journey



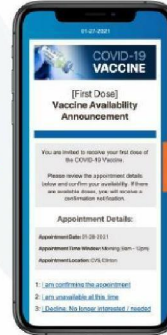
Agency establishes vaccine PODS



Agency loads available doses per POD in template



Agency notifies Resident of available date/time/location to be vaccinated



Resident receives notification of appointment, selects availability and receives confirmation



Targeted Notifications When Doses are Available

Vaccine Appointment Announcement

Enter / update incident details below

Exercise mode Off

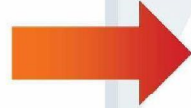
* 1 Vaccine Date
01-28-2021
Date Format:MM-DD-YYYY

* 2 Vaccine Location
CVS, Clinton

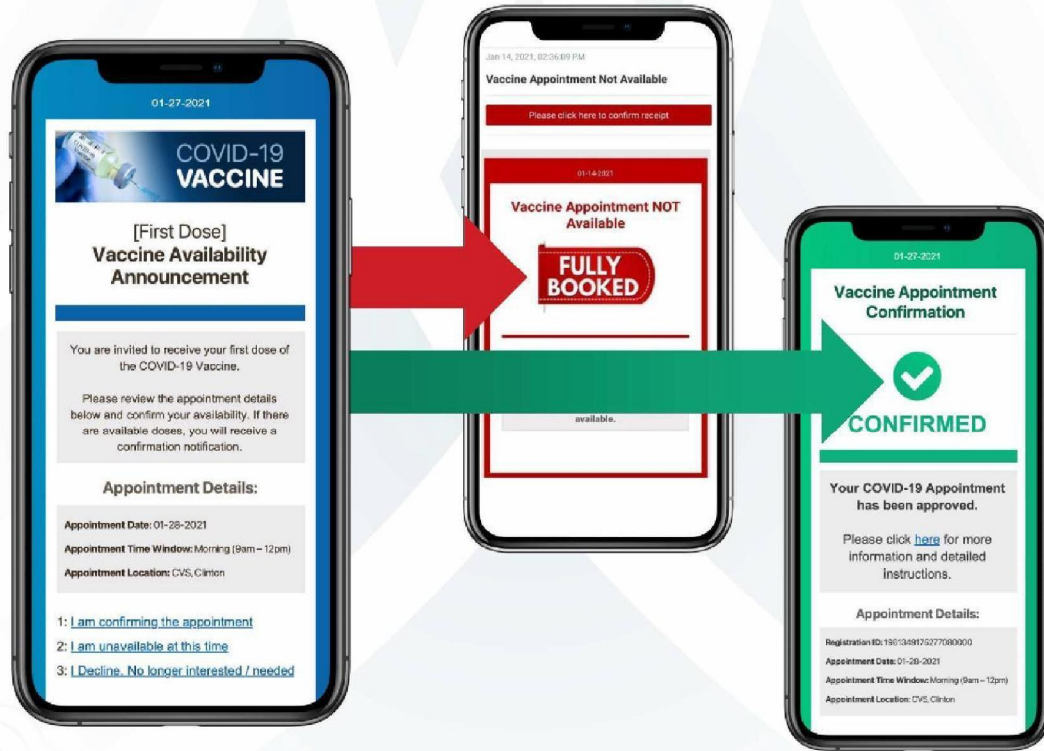
* 3 Vaccine Dose
First Dose

* 4 Vaccine Available Count
500
257 characters remaining

* 5 Vaccine Time
Morning (9-12)



Citizen Confirmation via Polling Notifications



Dynamic Status Updates

Diane Wilkerson External ID: 245008617531723547 Username: kennel_wilkerson@everbridge Country: United States

Delivery Methods

Order	Delivery Method	Country	Device address
1	First SMS	United States	+1 857 225 8962
2	Primary Email		kennel.dem@icg@everbridge.com
3	Primary Mobile	United States	+1 857 225 8962


Static Location(s)

Location Name	Name
Country	United States
Address	6818 Allynton Dr, Austin, TX 78726
City/Suburb/Vic	
City	Austin
State / Province	TX
Postal Code	78726
Longitude	-97.672191
Latitude	30.288807

Dynamic Location(s) - Expected

Record History:

First Name	M.I.	Last Name	Suffix	External ID	Record Type	Last Modified Date
Diane		Wilkerson		24500861753172354	Registered	Jan 20, 2021 12:42:13 CST
Diane		Wilkerson		24500861753172354	Scheduled	Jan 20, 2021 13:01:00 CST
Diane		Wilkerson		24500861753172354	Vaccinated	Jan 20, 2021 13:01:37 CST

 The Record Type changes as resident moves through the vaccination process

Workflow Automation To Update Records

Everbridge Suite Public

Dashboard ▾ Universe Notifications ▾ Critical Events ▾ Incidents ▾ **Contacts** ▾ Reports Settings ▾ Access ▾

Contacts > Update Contact

Save Cancel Delete Generate a Reset Password URL

General Information

*First Name M.I. *Last Name Suffix

*External ID Username

*Record Type Country Time Zone

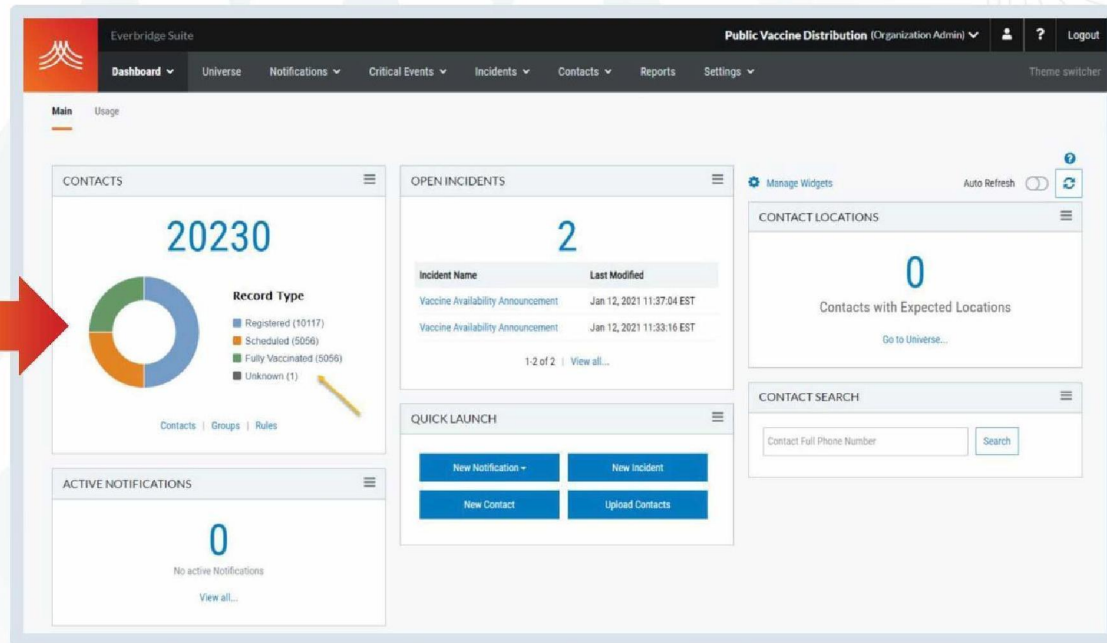
Additional Information

Additional Information	Possible Value(s) / Value(s)
Vaccine Status	First Dose Administered
First Dose Vaccine Date	1/21/2021
Vaccine Type	Moderna

- Healthcare workers easily lookup, verify and update resident information.

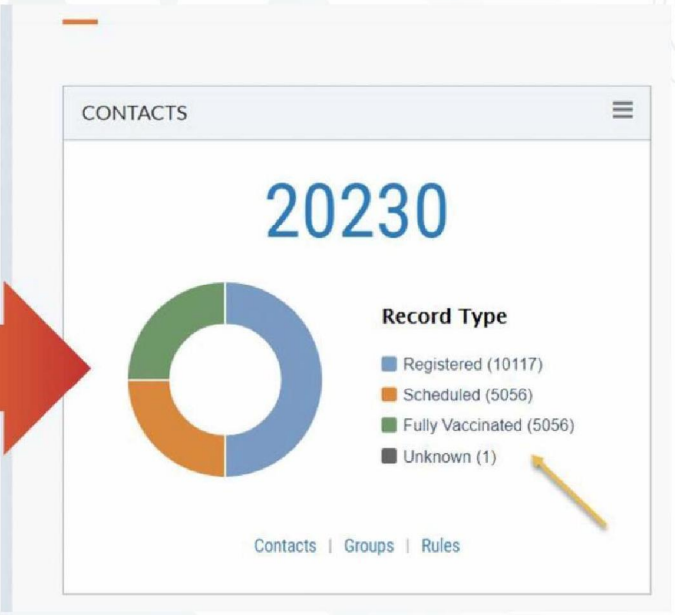
Vaccine Distribution – Track Progress

- Track Population Registration and Vaccination Status

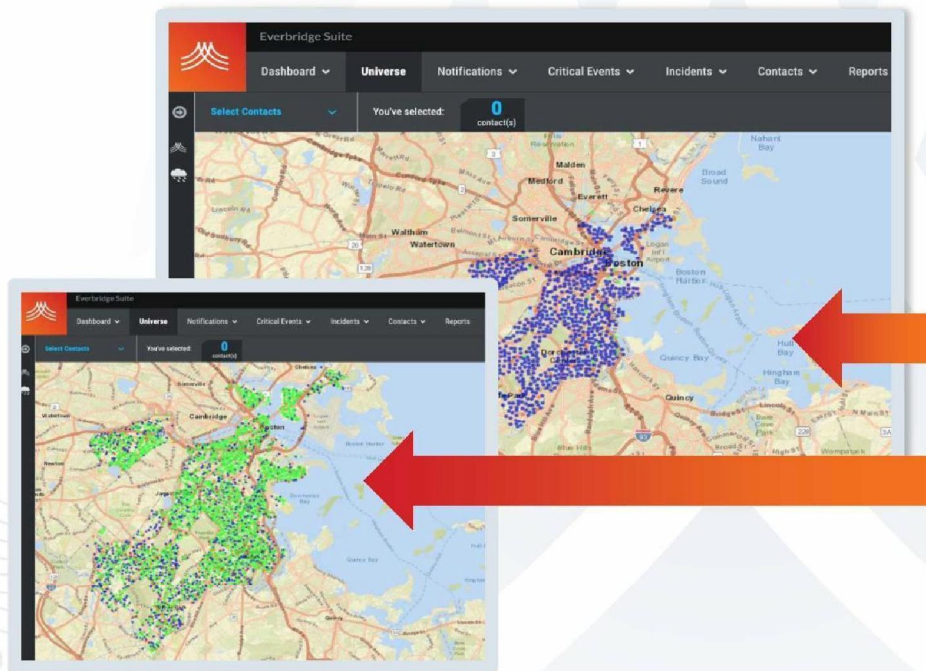


Vaccine Distribution – Track Progress

- Track Population Registration and Vaccination Status



Vaccine Distribution – Track Progress



- Identify vaccination administration geographically and visually
- Identify where more doses are needed
- Identify at risk communities
- Geo-target extra doses to avoid waste
- Heat map to display registration and vaccination progress

Thank you

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