



Migrating Safety Connection Buildings to Assets

Everbridge Suite

January, 2023

Migrating from Safety Connection Buildings to Assets Guide Everbridge Suite

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Everbridge, Inc.

155 N. Lake Avenue, 9th Floor Pasadena, California 91101 USA Toll-Free (USA/Canada) +1.888.366.4911

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Fillings

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1. Overview

A new asset repository is available in Everbridge Suite. It aims to centralize, enhance, and provide a simpler way to manage all assets through a single interface, the Everbridge Suite Manager Portal. It replaces the existing Safety Connection Buildings and Visual Command Center (VCC) Assets Management Service.

There are different case migration processes for Safety Connection customers or Visual Command Center customers. This document only describes the steps required to migrate an Everbridge Suite Safety Connection customer not using Visual Command Center from buildings to assets. For these customers, assets are limited to buildings. Assets provide a better user experience, the capacity to add custom properties to buildings, the possibility to use the SFTP protocol when uploading buildings, and if purchased, seamlessly share Safety Connection buildings with Visual Command Center. Implementation services are typically not required for the migration; if needed, contact your Everbridge Account Manager or Everbridge Partner Account Manager.

The end-of-life date for the current Safety Connection building management has not been yet set; it will be communicated to all customers ahead of time once known. Everbridge does not plan to retire the current Safety Connection building management before end of Q2 2023.

Do not hesitate to contact Everbridge Support support@everbridge.com if you need any additional details or help in the migration process.

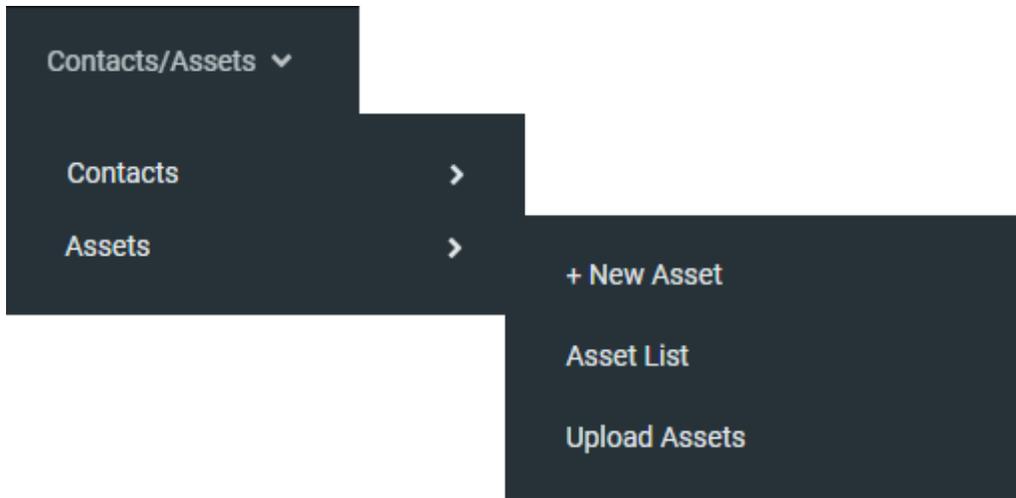
2. New Asset Management User Flow

This section provides a brief overview of changes introduced by the new asset management. For additional information, refer to the online product documentation.

A change is required on the Everbridge side before the new asset features can be accessed in the Everbridge Suite Manager Portal. See the related migration section below.

2.1 New Asset Management User Interface

Currently, Safety Connection buildings are managed from the Manager Portal using the *Settings > Organization > Map > Manage Buildings* menu options. For the new asset management feature, three new options are accessible from the *Contacts/Assets > Assets* menu to enable the creation, update, deletion, and upload of assets.



The page to manage assets is similar to the Safety Connection building page:



It has new out-of-the-box additional properties:

- The asset type used to categorize assets. Safety Connection customers only have access to the “Buildings” asset type. Other asset types cannot be created.
- Category and notes properties are for informational purposes.
- Start time and End time are used in other areas of the Everbridge Suite product. It is recommended to leave these properties empty for buildings.
- The geometry can be set either as a boundary (polygon) or coordinates (latitude and longitude). Only geometry coordinates are supported today for buildings. If a building is created with geometry boundaries, it will not be visible on the Universe page and cannot be assigned to any contacts’ location.

NOTE:

- Asset Name and External ID are required properties when creating buildings.
- Geometry boundaries are not supported for buildings and must not be used. Only geometry coordinates are supported.
- Assets can be created with empty latitude and longitude properties. For Safety Connection, it is highly recommended to always have a valid latitude and longitude for any buildings.

2.2 Custom Attributes

Assets offer the new possibility to create custom attributes. Use *the Settings / Organization / Contacts/Assets / Asset Type* menu to edit the “Buildings” asset type and create custom attributes:

The screenshot shows the Everbridge Suite interface. The top navigation bar includes 'Everbridge Suite', a user profile icon, a help icon, and a 'Logout' button. Below this is a secondary navigation bar with menu items: 'Dashboard', 'Universe', 'Notifications', 'Critical Events', 'Incidents', 'Contacts/Assets', 'Reports', and 'Settings' (which is highlighted). The main content area is titled 'Asset Type' and features a 'Delete' button, a '+ New Asset Type' button, and a search field labeled 'Asset Type Name' with a 'Reset' button. A table below lists the existing asset types:

| Asset Type | Last Updated by | Last Updated on |
|---------------------------------|------------------|-----------------------------|
| <input type="radio"/> Buildings | Vincent Brasseur | April 05, 2022 01:54 PM EDT |

NOTE: Safety Connection-only customers cannot create new asset types.



Use the *Pencil icon* to edit the “Buildings” asset type:

Everbridge Suite

Dashboard | Universe | Notifications | ITA | Critical Events | Incidents | Contacts/Assets | Reports | Settings

Organization | Member Portal | Everbridge Open | Everbridge Mobile App

Edit Asset Type

* Asset Template: SC Building | * Asset Type Name: Buildings | * Icon: [Building Icon] | * Alertable: Yes

| Attribute Name | Display Format | Data Type |
|--|----------------|-----------|
| Standard Attributes (16) | | |
| New Asset Attribute 0 of 50 custom variables created | | |

Asset Type

Click *New Asset Attribute* to create a new custom attribute:

NEW ASSET ATTRIBUTE

* Attribute Name:

* Display Format:

* Data Type:

Include help text

Cancel Add



Click *Add* and then *Save*. Custom attributes appear in the *Additional Attributes* section of the asset:

Everbridge Suite

Dashboard | Universe | Notifications | ITA | Critical Events | Incidents | **Contacts/Assets** | Reports | Settings

Edit Asset [Back](#)

| | | | |
|----------------------------|------------------------------|----------------------------------|-----------|
| * Asset Type: Buildings | * Asset Name: Lansing, MI | * External ID: USA.MI.Lansing | Category: |
| Start Time: | End Time: | * Icon: | Notes: |

ADDRESS

Country: United States

Street Address 1: West St. Joseph Hwy

Street Address 2: Suite 100

City: Lansing

State/Province/Region: Michigan

Postal Code: 48917

Geometry

Geometry Boundary Geometry Coordinates

Suggested Address: Select...

[Select on map](#)

Latitude: 42.7265450011536

Longitude: -84.6098749999585

ADDITIONAL ATTRIBUTES

Floor:

Room:

Number of floors:

[Save](#) [Cancel](#) [Delete](#)



2.3 File Upload “Replace” option

Uploading asset through file upload is available the same way as with Safety Connection buildings from the *Contacts / Assets > Upload Assets* menu. There are differences in the template that need to be used, see the relevant section below. Additionally, a new “Replace” option is available with the assets enabling the full update of the repository from a single CSV file:

Upload Assets ✕

*** Asset Type:**
Buildings

✓ Buildings.csv 🗑️

Select an option [Upload Options Help](#)

Update
Insert new. Update matching. Nothing is deleted.

Replace
Within matching Asset Type only:
Insert new. Update matching. **Delete** all that don't have a match.

Delete
Delete all matching assets.

Cancel Upload



2.4 Secure FTP Upload Changes

Buildings can now be updated through a Secure FTP (SFTP) upload. This feature enables customers to send a CSV file containing building details to Everbridge Suite using the SFTP protocol. Once received, this file is automatically processed. Buildings can be created, updated, or deleted through this upload.

Configuration is required to set up the SFTP upload. In the Everbridge Suite Manager Portal, navigate to *Organization > Contacts and Groups > Secure FTP*:

The screenshot shows the Everbridge Suite Manager Portal interface. The top navigation bar includes the Everbridge Suite logo, a user profile icon, a help icon, and a Logout button. The main navigation menu is open, showing options like Dashboard, Universe, Notifications, Incidents, Contacts/Assets, Reports, Settings, and Access. The left sidebar lists various configuration categories, with 'Secure FTP' highlighted under 'Contacts/Assets'. The main content area is titled 'Secure FTP' and contains the following sections:

- Secure FTP**: A section for automating Contact/User/Asset management processes. It includes a link to 'SFTP Access Guide & FAQ'. Below this, the 'Organization ID' is 892892807 and the 'SFTP Host Name' is sftp-us-e01.everbridge.net. There are two radio buttons for 'SFTP Key': 'Private Key' (selected) and 'Public Key'. A 'Download' button is next to the Private Key option, and a 'Generate a New Key' link is also present.
- File Encryption**: A section for encrypting upload files for additional security. The 'Encryption Status' is set to 'On'. There is a 'Download' button for the 'Encryption Key' and a 'Generate a New Key' link. A link to 'Download Access Instructions' is also available.
- Email Notifications For SFTP Uploads**: A section for sending alerts when an SFTP Upload is complete. It includes a sub-section for 'Assets' where up to three email addresses can be entered. There are three input fields for email addresses and a 'Save' button at the bottom.

From that page, the *SFTP Access Guide & FAQ* document can be accessed from here <https://support.everbridge.com/articles/Documentation/SFTP-Access-Guide-FAQ>; this document provides all the details to set up the SFTP connection from both sides. Details on how to upload assets are available in the *Asset Management Guide* found here: <https://support.everbridge.com/articles/Documentation/Asset-Management-Guide>



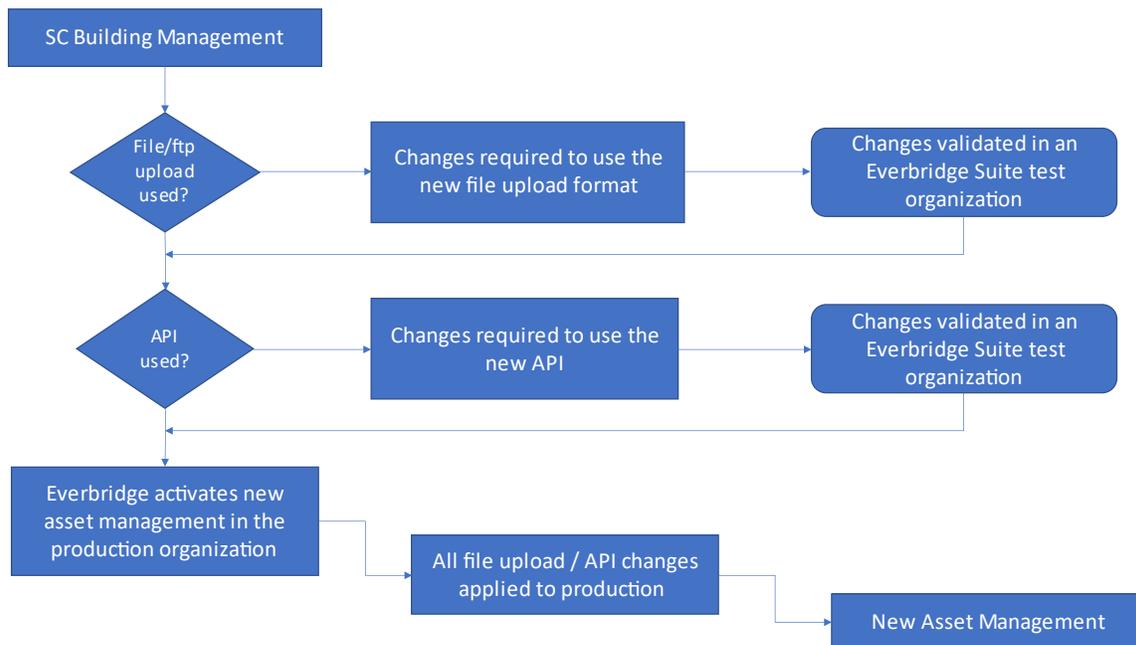
3. Migration Steps

3.1 Assessment

Before getting to the migration itself, an assessment is needed to review how Safety Connection buildings are currently managed, and how they will be supported in the future.

The flowchart below can be used to determine what changes are needed to use assets rather than Safety Connection buildings:

- If Safety Connection buildings are only manually managed through the Everbridge Manager Portal, no changes are needed and none of the steps below apply. The migration can be performed immediately on the production organization. Follow the directions in the section below to request that migration to Everbridge Support.
- If file upload or the API is currently used to update Safety Connection buildings, changes are required.
- The use of the new SFTP upload is described in the Everbridge Suite documentation.





3.2 Getting a test environment

A test environment is needed to validate the changes required to uploading buildings. Once these changes are validated in the test environment, they can be replicated on the production environment. A test environment usually consists of a dedicated organization within an Everbridge Suite account. Contact your Everbridge Account Manager if you do not have access to an Everbridge Suite test organization.

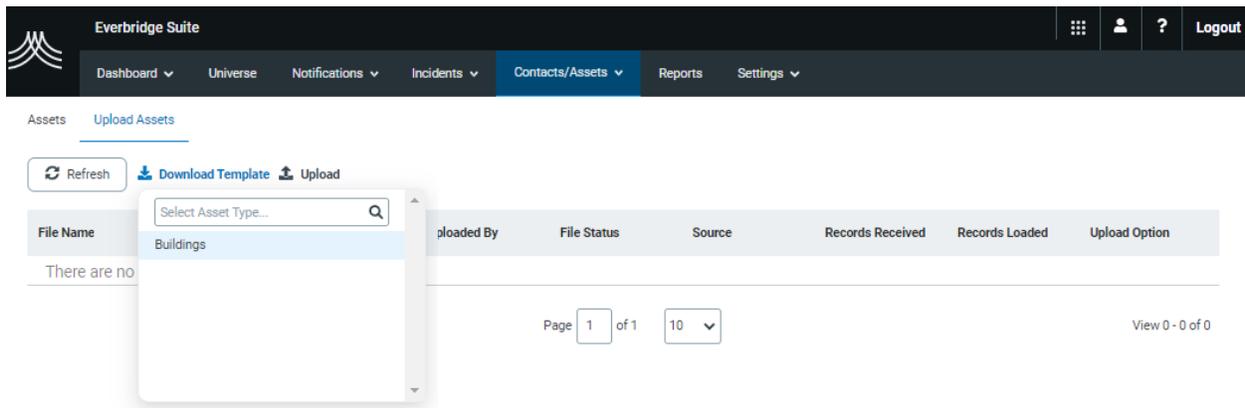
The following preliminary steps are recommended on the test organization:

- Upload the Safety Connection buildings the same way as they exist in your production environment.
- Send a request to Everbridge Support to migrate that test environment to the new asset management. See details below.

3.3 Pre-Migration

3.3.1 Changes for customers using File or SFTP upload

The templates used to upload Safety Connection buildings and assets are not the same. The template for assets can be obtained from the Manager Portal. Connect to the Everbridge Suite Manager Portal, select the test organization, navigate to *Contacts/Assets / Assets / Upload Assets*, and use the Download Template link to obtain the new file upload template:





The differences between the Safety Connection buildings and assets file upload are summarized below. Some column names have been changed and new columns have been added in the assets file upload template.

| Safety Connection Building Column Headers | Asset Column Headers | Changes Needed | Notes |
|---|----------------------|--------------------|-----------------------------|
| Location ID | External ID | Change Column Name | Mandatory |
| Location Name | Name | Change Column Name | Mandatory |
| N/A | Category | | Optional, can be left empty |
| N/A | Notes | | Optional, can be left empty |
| Location Icon | Icon | Change Column Name | Optional, can be left empty |
| Country | Country | | See Note below |
| Street | Street Address 1 | Change Column Name | |
| Apt/Suite | Street Address 2 | Change Column Name | |
| City | City | | |
| State/Province | State | Change Column Name | |
| Postal/Zip code | Postal Code | Change Column Name | |
| N/A | Start Time | | Ignore column |
| N/A | End Time | | Ignore column |
| N/A | Geometry | | Ignore column |
| Latitude | Latitude | | See the NOTE below |
| Longitude | Longitude | | |
| Room | Room | | |
| Floor | Floor | | |

NOTE: Safety Connection buildings must always have a latitude or longitude. Either populate these two columns in the upload file or alternatively leave them blank and provide enough information in the *Country, Street Address 1, Street Address 2, City, State and Postal Code* columns to ensure a successful geocoding of the address.

Modify the file you used to upload Safety Connection buildings to match the new specifications of the asset file upload template. Additional details can be found in the *Asset Management Guide* available from the Everbridge Support Center:

<https://support.everbridge.com/articles/Documentation/Asset-Management-Guide>

If SFTP is used to upload Buildings, follow the documentation details to upload assets.



3.3.2 Changes for customers using the API

The Safety Connection building API and the Asset API are two different APIs that have nothing in common. Source code changes are required to all programs that were using the Safety Connection building API to now use the new Asset API. Documentation for both APIs is available from the Everbridge Support Center: <https://support.everbridge.com/articles/Documentation/REST-Application-Programming-Interface-Guide>

3.2.3 Validating changes and moving to production

Once the changes have been made, it is recommended to run the import process a few times to test different case scenarios such as creating, updating, and deleting assets. Once this validation is performed, the production organization can be migrated from Safety Connection buildings to assets. This requires you to:

- Request Everbridge to migrate the corresponding production organization (see section below).
- Replicate all changes used in the test organization to the production organization.

NOTE: The migration from Safety Connection Buildings to Assets cannot be rolled back. Once performed, the migrated organization must use Assets moving forward.

3.4 Post-Migration – Using iPaaS

iPaaS can be used to import Last Known Locations into Everbridge Suite. The primary scenario is related to badging systems. Each time a contact swipes his/her badge when entering or leaving a building, a last known location for that contact is generated. Matching buildings between the badging system and Everbridge Suite is performed in the Manager Portal by navigating to *Organization Settings > iPaaS > Settings* and clicking the *Reader / Location Mapping* hyperlink.

The screenshot shows the Everbridge Suite Manager Portal interface. The top navigation bar includes 'Dashboard', 'Universe', 'Notifications', 'ITA', 'Critical Events', 'Incidents', 'Contacts/Assets', 'Reports', and 'Settings'. The left sidebar shows 'Organization', 'Member Portal', 'Everbridge Open', and 'Everbridge Mobile App'. The main content area is titled 'Reader / Location Mapping' and includes a search bar and a table of location mappings.

| <input type="checkbox"/> | Reader | Description | Location Name (ID) | |
|--------------------------|--------|------------------------|--|--|
| <input type="checkbox"/> | MAD | Madrid, Sales Office | Madrid Spain - (Spain.Madrid) | |
| <input type="checkbox"/> | BEN | Bengaluru, Engineering | Bengaluru, India - (India.Karnataka.Bengaluru) | |
| <input type="checkbox"/> | BEJ | Beijing Main Office | Beijing, China - (China.Beijing) | |

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The drop-down list displayed for the *Location Name* field lists all building assets regardless of the geometry assigned to them: geolocation or polygon. Only buildings that have geometry *geolocation* and have a valid latitude and longitude should be selected from that list.

NOTE: When using iPaaS and mapping building external IDs to Everbridge asset buildings, only buildings that have a valid latitude and longitude must be used.

4. Requesting migration for an Everbridge Organization

The migration from Safety Connection buildings to assets can be done organization-by-organization. This migration must be requested by email to the Everbridge Support team. In the email, the following details are required:

- The action requested: migration from Safety Connection building to Assets.
- The organization ID that can be obtained from the Manager Portal: navigate to *Settings > Organization > Based Information* and copy/paste the organization ID in the email.

5. Useful Links

Everbridge Support: support@everbridge.com

Asset Management Guide:

<https://support.everbridge.com/articles/Documentation/Asset-Management-Guide>

SFTP Upload Configuration FAQ: <https://support.everbridge.com/articles/Documentation/SFTP-Access-Guide-FAQ>

REST API Reference Guide: <https://support.everbridge.com/articles/Documentation/REST-Application-Programming-Interface-Guide>