



Coordinating a critical evacuation during conflict in the Middle East

On June 13, 2025, escalating tensions between Israel and Iran reached a breaking point as Israel launched "Operation Rising Lion," targeting over 100 nuclear and military sites. The aftermath saw retaliatory missile and drone strikes on Jerusalem and Tel Aviv, plunging the region into crisis. Amid the mounting instability, the Everbridge Security Operations Team faced a critical challenge to secure the safe evacuation of a British expatriate family stranded in Tel Aviv.



Challenges

The unfolding crisis presented urgent and complex challenges that demanded swift action and precision coordination:

Airspace closures:

- Israeli airspace was completely shut down, ruling out air travel as a feasible evacuation route.

Volatile security conditions:

- Ongoing attacks and regional instability presented significant risks, including unpredictable road conditions and potential threats along the escape route.

High demand for border crossings:

- Thousands of people sought refuge in neighboring countries, leading to overcrowded border points and extended delays.

With lives at stake and time running out, a clear, actionable plan was essential.



Solutions

Everbridge responded with a multi-faceted approach, in partnership with its RIMC team as well as leveraging its local partnerships, advanced technology, and crisis management expertise to deliver a timely solution.

Real-time risk analysis

Immediately after receiving the evacuation request, Everbridge conducted a rapid risk assessment. Two potential routes were identified for ground evacuation:

01 Travel to Sharm El Sheikh, Egypt, via the Taba border crossing.

02 Travel to Amman, Jordan, via the Jordan River border crossing.

The Jordan River route was assessed as the safest and most efficient option under the circumstances.

Coordinated execution

A detailed evacuation plan was rapidly mobilized:

- **Dedicated security support:** A secure vehicle, a trained security driver, and a Close Protection Operative (CPO) were deployed to escort the family to the Jordan river crossing.
- **Pre-arrival preparation:** Everbridge ensured the family was fully briefed on potential delays and the chaotic border conditions.

Despite the high volume of travelers, Everbridge maintained continuous communication with the family to provide situational updates and reassurance.

Seamless transition

Upon crossing into Jordan, the family met with the Jordan-based team from Everbridge, which included another secure vehicle, driver, and CPO. The team ensured the family's safe arrival at Queen Alia International Airport, enabling them to board a flight to the United Kingdom.

Results

The Everbridge team managed a quick and coordinated response and brought the family to safety within an operational window of less than 36 hours. Additional outcomes illustrated expertise from Everbridge during this crisis:

- **Safe evacuations achieved:** The British expatriate family was transported seamlessly to the UK, avoiding immediate danger.
- **Broader crisis support:** Beyond assisting this family, Everbridge coordinated evacuations for other clients across the region, extracting personnel from high-risk zones such as Iraq and neighboring Gulf countries.
- **Operational continuity in volatile conditions:** Real-time intelligence and trusted local partnerships enabled ongoing evacuations amidst the constantly shifting security environment.

Despite the high volume of travelers, Everbridge maintained continuous communication with the family to provide situational updates and reassurance.

Why this matters

This high-pressure mission underscores the proven capability of the Everbridge team to deliver comprehensive, secure, and timely evacuations during volatile geopolitical crises. By integrating global resources, live intelligence, and expert crisis management, Everbridge once again demonstrated its commitment to safeguarding its clients when every second counts.



[Get in touch](#) to discover more about our corporate security and protection services

Our extensive team of risk consultants and security professionals is looking forward to discussing and solving your distinct operational challenges.

Contact: SecurityOps@everbridge.com

