ONPAGE
SOME MESSAGES CANNOT WAIT

Chief Engineer Doug Goss
CASE STUDY

Data Center Communication

One of the Nation's Busiest Data Centers Chooses OnPage for IT Communication, Cyber Security Compliance and Priority Alerts.

Business Situation
A major data center was in a critical environment that included major media outlets and telecommunication providers. Extended downtimes, and slow responses to incidents were not an option. The IT department was experiencing missed alerts, on-call scheduling challenges, unexpected increases in messaging costs and difficulties using the their current priority messaging system.

Solution
OnPage quickly reduced downtime and solved a variety of critical needs for the entire IT Team.

Product
OnPage – IT Alert Management System

Benefits
The IT Team Experienced:
- Cost Savings vs an older less reliable system.
- Solid coverage without gaps, no matter where technicians were located.
- Easy to deploy and virtually no learning curve.
- On-Call scheduler with escalation.

SITUATION

The following is an interview chronicling the major challenges facing a chief IT engineer in a major data center. Also included is the engineer's assessment and deployment of the OnPage enterprise level, IT alert management system.

After having attempted to integrate a competitor's product, Doug's team evaluated OnPage and decided it was far easier to implement and much more cost effective.

Doug Goss, Chief Engineer explains:

"*One of our techs was looking for a messaging solution and found OnPage.* We downloaded the FREE TRIAL in the app store and really liked it."

"Our company provides mobile and physical communication and network connectivity to millions of customers as well as internal applications.

Most of what we are monitoring is critical, so we need to know if there's something to fix or reset right away. Since we are dealing with a well-known international leader in telecommunication services, any outage is serious. This includes TV shows that encourage the public to vote which are a money makers for the carrier, therefore we are very sensitive to connectivity issues.

Mobile phone, TV, financial and e-commerce customers are quickly impacted from even the shortest downtime. Any outage could cost millions of dollars in a just a few minutes.*"*

"The OnPage smartphone system gets the correct technician's attention quickly every time. Needless to say we would never go back to the old style obsolete standalone pagers again and we're happy to recommend OnPage to our colleagues."

Doug Goss – Chief Engineer

Doug Goss: "We're at a critical IT data center facility."

"It's a big responsibility to maintain and monitor one hundred percent of the time.

We have three different buildings, over 65,000 square feet of facilities to cover, with two to three people in each to take care of any building alarms and similar incidents.

We provide coverage for these buildings facility operations 24/7 and we have different on call schedules.

We have to receive critical messages at all times so you know what you're dealing with immediately.

Day or night, we need to get those messages right away, address any issues immediately and reset critical equipment as needed. For instance, if we lose a chiller, we need to know if it came back online automatically or not."

Doug Goss: "A competitors pricing policy was very unfair"

"We receive a lot of pages and in a week's time.

The plan started out unlimited then it changed at the end to a price per message. And then then they went to charging per character.

We were spending six to seven hundred dollars for every pager per month which longer made any sense. So when their pricing went up dramatically, we started looking for a better deal."

SOLUTION

Doug Goss Commented: "*Solid coverage is very important.* Dallas Fort Worth is a pretty big metropolitan area and we have found no gaps in coverage no matter where our techs are located.

The scheduler comes in handy too. The scheduler with the escalation feature is great. Far superior to the old physical pagers and what we've seen from other app vendors.

As a supervisor I like to know what's going on at all times without being bothered on my day off. The pages are all there and I can react if I have to. Even when I turn my phone off, I know all the pages will be there when I turn it on again. Results have been so much better than what the old pager technology is able to put out. ***OnPage is definitely a better system."***

SUMMARY

Doug Goss Concludes: *"OnPage made my job easier."*

- **Superior Technology**
- **Reduced Downtime**
- **Easy to Deploy**
- **Secure Texting**
- **Solid Coverage**
- **Audit Trail**
- **Simple On-Call Scheduling & Escalation**
- **Cost-Effective**
- **Reliable**
- **Real-Time Messaging**

FOR MORE INFORMATION
Visit the OnPage website at http://www.OnPage.com or call us at 781-916-0040.