

CASE STUDY



Cygnus Systems

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Improving Response Time to Critical Incidents

Successful Integration with OnPage and ConnectWise

Cygnus Systems, Inc. is a leader in IT business support for Southeastern Michigan. The company specializes in providing its clients with support services to maintain their IT solutions, phone systems and cloud services.

Business Situation

Cygnus' IT management division monitors over 1000 endpoints. Until 8 months ago, Cygnus relied on answering services to alert their engineers when critical client issues occurred at any of these endpoints. If critical alerts occurred, the ConnectWise system would trigger an alarm to the answering service and the answering service would alert Cygnus Systems engineers on their phone. Unfortunately, sometimes alerts didn't go through either because the answering service failed to make the call to the engineers or the calls weren't heard by the engineers on their phone. As a result, client issues weren't immediately addressed and client relationships were damaged.

Furthermore, when the ConnectWise system would trigger an alert, it could take as long as 30 minutes before an engineer was alerted by the answering service. Every minute a client company could not access its data represented lost revenue.

Solution

After reviewing the costs and lost productivity of their current solution, Cygnus Systems turned to OnPage to solve their important alerting needs.

Product

OnPage – IT Alert Management System

Benefits

- Reduce client downtime
- Decrease cost of using answering service
- Eliminate dissatisfied customers due to missed calls
- Reliable escalation of calls until responded to

DISCUSSION

The following discussion is taken from an interview with Craig Isaacs, Director of Operations at Cygnus Systems. In the interview, Mr. Isaacs detailed how his company came to use OnPage and how the interface with ConnectWise has brought them to the desired outcome of zero missed alerts.

According to Craig, Cygnus couldn't accept missed alerts. Missed alerts meant customers' dissatisfaction that led to lost customers. Furthermore, for the customer, missed alerts meant lost data, business interruption and loss of revenues. Even with constant patches and updates, data loss was still a very real problem for Cygnus' customers and Cygnus needed to do everything in their power to make sure data loss didn't happen.

Critical alerts are a normal part of IT monitoring and maintenance. Hard drives fill up or other system errors occur. Cygnus' clients hire the company to take care of these issues for them so they can focus on what they do. But when issues do arrive, clients expect the issues to be immediately addressed. According to Craig Isaacs, Director of Operations at Cygnus,

“Failure was just unacceptable. After our engineers missed 3 critical alerts [due to our answering service], we realized we had to find an alternative.”

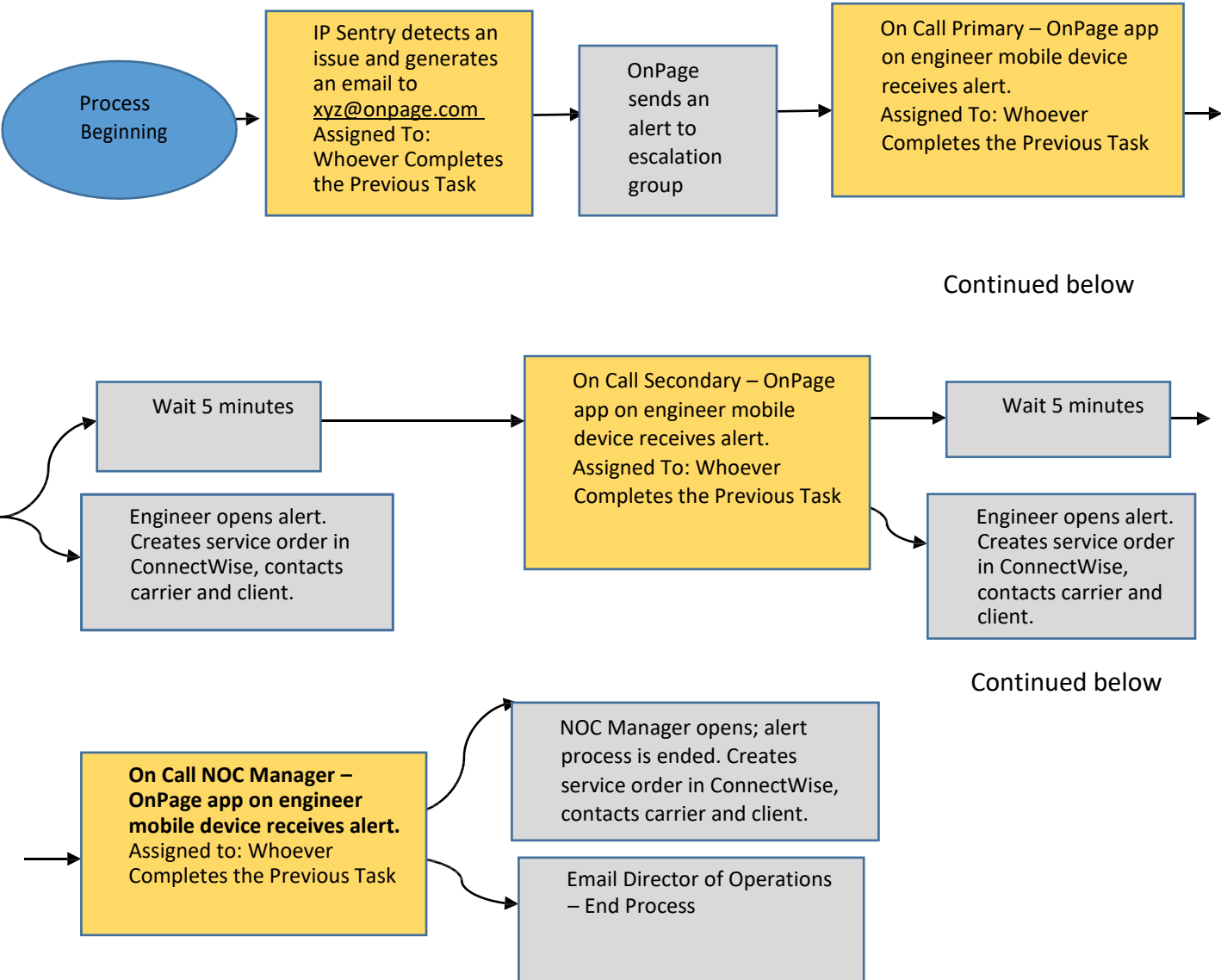
At IT Nation in November of 2015, Craig and his team met OnPage and were intrigued by the opportunity to have a persistent alarm go straight from ConnectWise to the engineer's mobile device via the OnPage alert system.

With ConnectWise-OnPage integration Cygnus can now choose the combination of triggers and conditions that together or individually will be considered a Critical Incident. The Critical Incident funneled via the OnPage Service produces a critical alert which apprises the engineer on-call that a client needs help.

The service integration improves customer satisfaction due to:

- Improved response time to incidents
- Full and immediate visibility to the progress of incident resolution
- Real Time SLA update

The following diagram details how Cygnus integrates OnPage and ConnectWise to serve their customers' needs.



In this scenario, the entire process of alerts and escalations is handled automatically by the ConnectWise and OnPage system with minimal intervention by the engineer. If the “on call” engineer is not available, the system automatically elevates the alert to a

manager. This system ensures that Cygnus' client issues are immediately elevated and responded to.

The integrations were very important to Craig and his team. The integration with ConnectWise was very simple to implement and had a very low learning curve. Craig and his team also appreciated the loudness of the alerts. Says Craig:

"Have you heard them? They are really loud!"

SUMMARY & BENEFITS

By switching to OnPage, Cygnus has realized significant savings. The costs of using OnPage over their traditional answering service has allowed the company to save thousands of dollars a year. Furthermore, they have **slashed the amount of time it takes before a tech is apprised of a situation. It used to take techs 30 minutes to get notified of an incident. Now, it takes a tech only a minute from the execution of a ConnectWise alert until he or she is apprised of the problem.** According to Craig,

"Utilizing the On Page alerting system has reduced the alert errors to zero, cut our monthly costs by 75% and has allowed us to grow our managed services business significantly with little increase of direct labor."

In addition, using OnPage has allowed Cygnus to grow by 25% over the past year. By not having so many calls go through the answering service, they are able to streamline customer requests and have them go to the engineers directly. This has allowed them to increase the number of customers they service without having to increase the number of techs they need to hire.

"It's great to have OnPage solve this significant problem for us"

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