Case Study:

How OnPage Optimizes Network Monitoring for Leading Baking Company

ONPAGE

OnPage improves incident response times

A leading Norwich-based baking company leverages OnPage's incident management to streamline critical incident notifications from monitoring tools to on-call staff. This ensures efficient incident response times in the case of critical network issues.

Streamlined critical communication workflow

Easy on-call scheduling + automation

Elevate critical alerts/pages reliably

Challenges

The company faced challenges with missed alerts, which delayed the mobilization of their IT engineers to critical system issues. Whenever an incident was detected, their network monitoring tool would deliver an email to the on-call engineers notifying them of the event. Unfortunately, email is not sufficient for critical communications considering that they are indistinguishable, and even urgent emails get buried under irrelevant clutter.

So, no matter how vigilant the engineers were, they were frequently missing critical incident notifications just because of how ineffective their alerting methods were.

Once they decided enough was enough, they turned to OnPage to streamline critical communications to engineers and never missed a critical alert again.
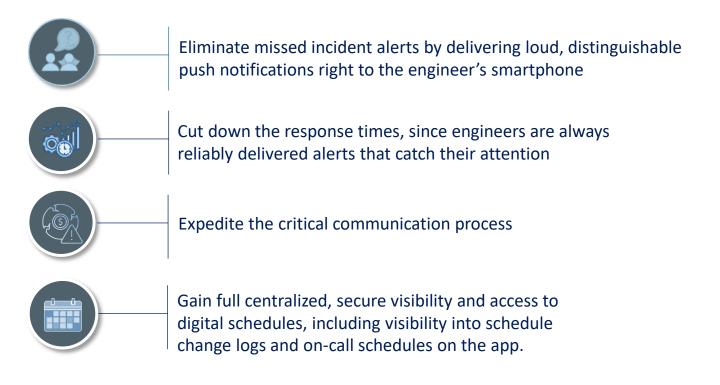
Solution

With OnPage, on-call engineers are reliably alerted to critical network incidents, 24/7.

Their new workflow with OnPage

- When the company's network monitoring tool detects a critical incident, it generates a ticket.

- This ticket then triggers an OnPage alert which is automatically routed to the correct on-call engineer's mobile phone based on the on-call schedule.

- In the case where the first engineer doesn't answer the alert within 5 minutes, it is then escalated to the next engineer configured in the on-call schedule. The alert continues to escalate until it is acknowledged.

- If none of the engineers acknowledge the alert, it fails over to management and in any case, a post-incident report is created.

Results

Eliminate missed incident alerts by delivering loud, distinguishable push notifications right to the engineer's smartphone

Cut down the response times, since engineers are always reliably delivered alerts that catch their attention

Expedite the critical communication process

Gain full centralized, secure visibility and access to digital schedules, including visibility into schedule change logs and on-call schedules on the app.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

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