

Case Study:

How OnPage Enhances System Reliability for Leading Paper & Packaging Firm



OnPage Enhances System Reliability for one of America's largest Independent paper and packaging firms

A major Paper & Packaging firm in the Mid-West leverages OnPage's incident alert management and on-call solution to ensure coverage for their internal IT and Tech Teams. This allows them to address IT incidents promptly and enhance their incident management process.



Critical Alerting and After-Hours Paging



Enhanced Accountability via Audit Trails



Robust On-Call Scheduling

Challenges

The company faced significant challenges with missed alerts, impeding their IT team's ability to swiftly address critical infrastructure, security, and after-hours issues. When Autotask generated a ticket, it would notify the on-call IT engineer via email.

Unfortunately, emails alone were insufficient for urgent communications, as crucial alerts often became buried under routine messages or failed to capture attention, especially during off-hours when the IT staff needed a way to urgently notify them.

Despite their commitment, the team often missed critical incidents due to the shortcomings of their notification system, an issue that was especially pronounced during after-hours support calls.

Determined to resolve this issue, the company was looking for ways to streamline their communication workflow. They needed a way to reach the on-call engineer reliably, ensuring that high-priority incidents are promptly addressed and no longer overlooked.

Solution

With OnPage, they gained a suite of powerful tools to streamline their internal communication and incident response processes.

Their new workflow with OnPage

- When an IT infrastructure or security issue arises, or when an after-hours problem is reported, an Autotask ticket is generated.
- The **integration between Autotask and OnPage** ensures that the ticket is automatically “paged” as an OnPage alert to the on-call engineer.
- In addition to ticket notifications, any **voice call** left on the IT helpdesk line after hours or a **Slack message** to an on-call responder group is seamlessly directed to the on-call engineer through OnPage.
- If the initial on-call engineer is unavailable, OnPage escalates the alert to the next designated team member to ensure that no incident goes unaddressed.
- Once an engineer receives the OnPage alert, they can acknowledge it and write back notes or messages directly within OnPage. These updates are automatically synced to Autotask and Slack through the bi-directional integration, complete with time-stamps for full traceability.
- OnPage’s system provides an audit trail that logs when alerts are sent, received, read, and replied to, ensuring full visibility and accountability for every incident.

Results



Reduced response times for the IT department, enabling engineers to address critical infrastructure and security issues more quickly, especially during after-hours incidents.



Improved Accountability and Transparency helps the team track progress on issues and maintain clear communication records.



By automating the escalation process and ensuring no alerts are missed, the IT team can manage and resolve incidents more efficiently

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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