



CASE STUDY

Cybersecurity Compliance

Director of IT Security & Compliance
Philip Huff



**Electric Cooperatives
of Arkansas**
We Are Arkansas

OnPage Corporation

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Arkansas Electric Cooperative Corporation, one of the nation's largest generation and transmission cooperatives, has chosen OnPage to help meet its regulatory compliance requirements for cyber and physical security event notifications.

Business Situation

We purchased the OnPage service for needs that we had in our data center for regulatory cybersecurity compliance. So if there are any intrusions or physical or cyber intrusions, we have OnPage notifications sent out to the group on an on-call rotation for incident response.

Solution

OnPage fit the niche that addressed our IT on-call support and IT operations messaging.

Product

OnPage – IT Alert Management System

Benefits

The IT Team Experienced:

- Cybersecurity Compliance.
- Budget Friendly.
- Reduced Downtime.
- Easy to deploy with virtually no learning curve.
- Reliable On-Call scheduler with escalation.

SITUATION

The following is an interview with Philip Huff, the director of IT Security Compliance for Arkansas Electric Corporation, one of the nation's largest generation and transmission cooperatives.

Also included is the engineer's comments, assessment and deployment of the OnPage enterprise level, IT alert management system.

After evaluating two other competing products, the cooperative's Director of IT Security and Compliance, Philip Huff, chose OnPage for its ease of implementation, high efficiency and cost effectiveness.

The OnPage priority messaging system assisted Philip and his team, to help meet its regulatory compliance requirements for cyber and physical security event notifications.

IT Director, Philip Huff explains:

“By providing secure, critical alerts, with predefined escalation protocols, audit trails, receipt and read notifications, IT personnel are immediately notified of potential intrusions.”

“OnPage solved a mandatory requirement we had in our data center for regulatory cybersecurity intrusion compliance. To cover physical or cyber intrusions, we have OnPage notifications sent out to the group on an on-call rotation for incident response.”

- Philip Huff - Director of IT Security Compliance

Philip Huff: **“We were searching on the app store for something that would work.**

“We struggled for years to manage our on-call rotation efficiently and we had new regulation coming into effect that made this even more challenging.

Since almost everyone has a smartphone we hoped that there had to be a better system available. After reviewing the OnPage system we selected the system. There was no wasted time with large evaluations and learning curves. **You just turn it on and GO.”**

Philip Huff: **“We tried a couple of your competitors, including one that was specifically focused on the medical field.**

IT has specific needs that are very different. The medical app did not work for us and it was much less user friendly. **We found OnPage easy to deploy.”**

Philip Huff: “It made our job easier and it works great!

It’s all about efficiency. Since we use OnPage every day, we’re reducing staff time by eliminating the need to maintain on-call lists and we’ve have improved our response time to resolve issues.

If there's an intrusion in our facilities or a door alarm trips after hours the previous system would ring a security company and they would dispatch our team. Now our manager simply sends an email and the security team is immediately paged.

We are able to save money by cancelling our ring down services for physical security intrusions.”

ON-CALL SCHEDULING

Philip Huff Commented: “The scheduling function is great too. We have four different departments with several on-call rotations groups.

In the past we had to manually maintain a list of individuals that were on-call.

With OnPage we have saved time and realized major cost savings by eliminating the need to maintain spreadsheets with our answering service.

Your product was the perfect solution for us.”

SUMMARY & KEY BENEFITS

Philip Huff Concludes: “OnPage provides secure, high priority notifications in case of cyber intrusions to meet new regulatory requirements.”

- **Cybersecurity Compliance**
- **Reduced Downtime**
- **Short Learning Curve**
- **Secure Texting**
- **Physical Intrusion Alerts**
- **Audit Trail**
- **Simple IT On-Call Support and Escalation**
- **Budget Friendly**
- **Reliable**
- **IT Operations Messaging**

FOR MORE INFORMATION

Visit the OnPage website at <http://www.OnPage.com> or call us at 781-916-0040.