Case Study:

How OnPage Enables Cygnus Systems to Grow by 25%

ONPAGE

OnPage grows Cygnus Systems' Revenue by 25%

Cygnus Systems, Inc. is as 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. With this wide array of services, it should come as no surprise that the IT management division is tasked with monitoring 1,000+ endpoints and ensuring they're always running optimally.

Grew the organization by 25% in one year

Cut monthly costs by 75%

Reduced response time from 30 mins to 1 min

Challenges

Previously, Cygnus' IT management division had a tedious process for alerting engineers of critical incidents. When an incident occurred, the ConnectWise Manage system would trigger an email message to the answering service and they would then call one of Cygnus' engineers or send them a message via pagers to notify them of the issue. Unfortunately, alerts weren't always triggered because:

- **The email would be waiting in a queue, and the inbox would often accumulate so many messages that it would stop accepting them and mark them as spam.**
- **Answering service staff failed to make the call to the engineers.**
- **Calls or pages were never acknowledged by the engineers.**

During these situations, incident response was significantly delayed, costing Cygnus time, money, and even critical data.
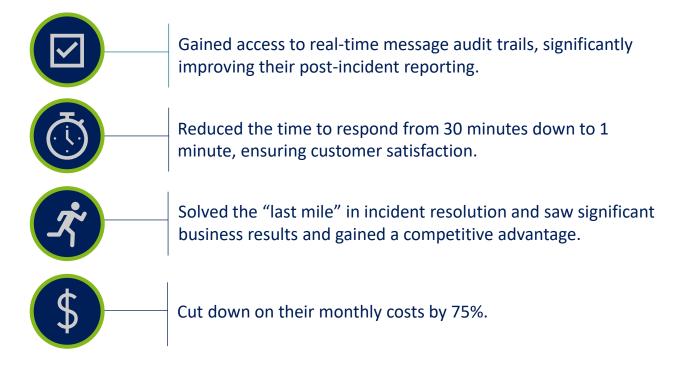
Solution

With OnPage, Cygnus Systems saw measurable results and significant business impact.

Their new workflow with OnPage

- Cygnus predefines conditions within the ConnectWise-OnPage integration that define a critical incident for their organization.

- Then, when a critical incident occurs, it automatically and instantly triggers a high-priority OnPage alert.

- The OnPage alert is routed to the right on-call engineer's mobile application based on the on-call schedule.

- In the case where the on-call engineer doesn't acknowledge the alert, it is automatically escalated to management.

- Lastly, the team can view real-time message audit trails to enhance their post-incident reporting.

Results

Gained access to real-time message audit trails, significantly improving their post-incident reporting.

Reduced the time to respond from 30 minutes down to 1 minute, ensuring customer satisfaction.

Solved the "last mile" in incident resolution and saw significant business results and gained a competitive advantage.

Cut down on their monthly costs by 75%.

ONPAGE
SOME MESSAGES CANNOT WAIT

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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