



**ONPAGE** | Case Study

## International Diamond Exploration Group Adopts OnPage

Improving Incident and Emergency Response by 100 Percent

International diamond exploration company adopts OnPage to streamline its incident communications, ensuring that mine-related events are promptly addressed and responded to.

Mining operations require heightened levels of safety to preserve the wellbeing of mineworkers or mineral prospectors working inside hazardous tunnels.

An international mining organization, operating globally in South America, South Africa and other territories, needed to enhance its incident communications in Canada, ensuring that mining incidents (e.g., mineworker injuries) were quickly addressed. This way, the organization could ensure that its workers did not experience extended wait times to receive medical or first responder care.

The organization needed a solution that delivers instant, loud and persistent critical alerts, ensuring that the right individuals receive simultaneous mobile notifications at the right time. An advanced alerting solution not only improves incident response times, but also enhances organizational communications, guaranteeing that team members are always on the same page during time-sensitive situations.

## Inside the Tunnel: Challenges with Existing Incident Communications

Prior to adopting OnPage's secure incident alert management application, the mining organization relied on WhatsApp Messenger to exchange critical information between team members and/or dedicated groups.



However, this mode of communication created challenges for the organization. Often times, crucial distribution list members were not notified of incidents occurring inside the mines. Through WhatsApp, the organization continuously added individuals to a dedicated distribution list. Consequently, some important individuals were mistakenly omitted and excluded from incident communications.

Also, constantly adding and subtracting individuals to an incident distribution list was time-consuming, preventing the organization from quickly addressing any mine-related injury or occurrence.

Even worse, WhatsApp communications do not provide distinguishable, consistent audible alerts that inform mobile users of a notification's severity or message importance. This led to critical alerts being missed or disregarded by some of the organization's response team members (i.e., contacts within a specified distribution list).



Simply put, the organization's incident communications were delayed, ineffective, slow and undistinguished. With these obstacles in mind, the diamond mining organization turned to OnPage's intelligent alerting solution to perfect its incident communications and response.

### Light Outside the Tunnel: Adopting OnPage's Incident Alert Management Solution

Contrast to WhatsApp communications, OnPage provides distinguishable and intrusive audible chimes, ensuring that every individual recognizes and addresses a high-priority incident on mobile. OnPage audible alerts continue for up to eight hours until

acknowledged by the assigned or specified individuals.

By adopting the solution, the mining organization increases and improves its incident response by 100 percent. For instance, the company securely sends OnPage alerts to two groups consisting of a crisis response team (CRT) and emergency response team (ERT).

The CRT is comprised of the organization's human resources department, while the ERT includes first responders (i.e., firefighters and law enforcement). In each instance, OnPage ensures that both teams are quickly notified of a mine-related injury or time-sensitive event occurring inside the mines.



After receiving an OnPage notification, the CRT (i.e., human resources department) immediately notifies a mineworker's family members about his or her injuries. This communication redirects noise away from the organization's online team, which tends to get bombarded with family member

concerns or questions following a mine incident.

For ERT members, they receive immediate OnPage mobile alerts, ensuring they arrive at the scene of an incident in an appropriate and timely manner. At its core, quick incident response equates to immediate care to save mineworker lives.

Additionally, the mining organization leverages OnPage's real-time audit-trails to recognize how response team members perform during critical incidents. The organization can view when critical alerts are sent, delivered, read and/if responded to by designated recipients. This eliminates all excuses, enhancing group responsibility and transparency during mine-related accidents or events. Also, audit-trails give the organization piece of mind, knowing that their important alerts are being delivered and received by the right individuals at the right time.



The organization also makes use of OnPage's post-incident reviews or post-mortem

reports. These downloadable reports provide data following an event, highlighting where the organization's incident response lacks and needs improvement. Essentially, the mining organization can review this data, discuss and discover any issues and correct them to help its response teams improve incident alert performance. As an example, the organization can determine which CRT members are spending the most time responding to incidents and reassign upcoming incident management to others to provide relief.



OnPage's alerting solution also ensures that designated individuals always receive

important alerts regardless of geographical location. Whether they are in South America or overseas in South Africa, response team members will receive OnPage notifications, detailing an incident occurring inside Canadian mines.

## Conclusion

As demonstrated by the diamond exploration organization, OnPage's intelligent alerting solution ensures that critical incidents are always addressed. This way, time-sensitive situations receive immediate attention from the right individuals, recipients or responders.

Whether it is a mine-related injury or an ongoing accident, OnPage provides intrusive, high-priority notifications, to save mineworker lives during emergencies or times of crisis.

## 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 notifications 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 notifications needs.

For more information:

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