Case Study:

How OnPage Improves Incident Response for International Diamond Exploration Group

ONPAGE

OnPage improves emergency response by 100%

Mining operations require heightened levels of safety to preserve the well-being of mineworkers or mineral prospectors working inside hazardous tunnels. This 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 were quickly addressed. This way, the organization could ensure that its workers didn't experience extended wait times to receive medical care.

Improve incident response by 100%

Enhance team transparency

Deliver intrusive, high-priority alerts

Challenges

To exchange critical information, the organization relied on WhatsApp Messenger. Unfortunately, this mode of communication created all kinds of challenges for the team.

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.

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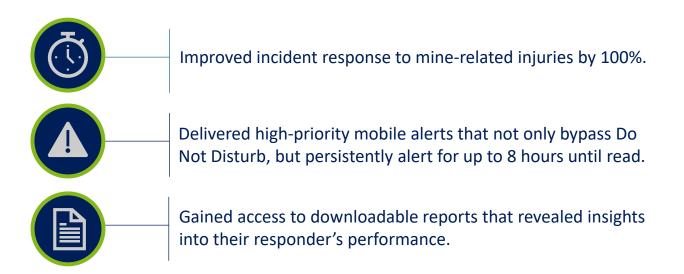
Solution

With OnPage, emergency responders are notified of critical mining incidents in seconds.

Their new workflow with OnPage

- When a mine-related incident occurs, an OnPage alert is immediately sent to the Crisis Response Team (CRT) and Emergency Response Team (ERT).

- OnPage alerts are loud, distinguishable, and persistent, ensuring that no incident goes unnoticed.

- The CRT is able to quickly contact the miner's emergency contact to answer questions about the injury and provide updates while the ERT rushes to the mines to assist the injured persons.

- Additionally, the team leverages real-time audit trails to recognize how the response teams perform during critical incidents.

Results

Improved incident response to mine-related injuries by 100%.

Delivered high-priority mobile alerts that not only bypass Do Not Disturb, but persistently alert for up to 8 hours until read.

Gained access to downloadable reports that revealed insights into their responder's performance.

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

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.