

Case Study:

How OnPage Reduces Downtime for One of the Nation's Busiest Data Centers



OnPage reduces downtime for busy data center

One of the nation's busiest data centers chooses OnPage for IT communication, cybersecurity compliance, and priority alerts. The company deals with various well-known clients and having prolonged downtimes was unacceptable. So, they employ on-call rotations, enabling them to provide 24/7 operations and ensure that clients are met with speedy recovery and support.

“The OnPage smartphone system gets the correct technician’s attention quickly every time. Needless to say, we would never go back to the old style obsolete standalone pagers again and we’re happy to recommend OnPage to our colleagues.” – Doug Goss, Chief Engineer

Challenges

The major data center was in a critical environment, including major media outlets and telecommunication providers. Extended downtimes and slow response to incidents were not an option. The IT department was experiencing missed alerts, on-call scheduling challenges, unexpected increases in messaging costs, and difficulties using their current paging system.

Their previous solution’s pricing policies were unfeasible for the data center. They send and receive a lot of pages per week and the organization was charging them per character resulting in costs of over \$600 per pager/month.

So, they knew it was time to find a communications solution that is more reliable and costs effective.

Solution

With OnPage, they quickly reduced downtimes and solved a variety of critical needs for the entire IT team.

Their new workflow with OnPage

- If one of the data center's clients is experiencing an outage, no matter what time of day, the on-call engineer immediately receives an OnPage alert on their mobile device.
- In the unlikely case where the on-call engineer is unavailable, the team is able to set escalation policies, automatically routing unacknowledged alerts to the secondary engineer.
- The team also gains access to secure chat features enabling them to collaborate in real-time and ensure incidents are always resolved in a timely manner for their clients.

Results



Significantly reduced downtimes during critical incidents.



Immediately route incident alerts to the right people every time.



Access to on-call scheduling and escalations ensuring solid coverage 24/7.



Cost-effective solution that enabled the team to cut down on monthly costs.

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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