

Case Study:

How OnPage Modernized Communication Workflows for a Leading Energy Company



Incident Management with OnPage

A leading multinational pipeline and energy company that operates pipelines throughout Canada and the US transporting crude oil, natural gas and natural gas liquids faced challenges in communicating effectively with their teams during crises. They turned to OnPage to facilitate critical communication and incident management.



Streamlined incident reporting



Easy on-call scheduling + automation



Elevate critical alerts/pages reliably

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Overall, OnPage has been a very easy-to-use digital paging system that functions well and is user-friendly. It is very reliable and convenient to use. With some paging systems, it can be a process to go off-call; with OnPage, it's as simple as hitting the volume selector on the top right section of the app and clicking on the options. Just one of the many features that make the system stand out. I also appreciate the fact that I don't receive a page when I'm off-duty. On the back end, scheduling engineers on-call is a breeze. If I'm taking a sick day or taking some time off from work, the schedule can be overridden, and another staff can take over my duty without making any significant changes to the original schedule itself. That's the best part. I receive on-call reminders which is also nice to have.

Kristen C

Sr. Damage Prevention Officer

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Challenges

The company faced challenges in promptly alerting and mobilizing technical staff and field workers when critical incidents occurred. When a pipeline issue occurred, an on-site field technician would call the helpdesk for assistance. The helpdesk would gather all information, assess the severity of the incident and refer to an Excel schedule to determine who was on-call. This process introduced inefficiencies, including:

- Delays, if the on-call schedule had not been updated to reflect a schedule swap
- Missed calls if the call wasn't directed to the appropriate service engineer.
- Human error in relaying the right information
- Labor-intensive, manual management of schedules
- Time-consuming and error-prone schedule management process

Solution

The company turned to OnPage to improve its critical communication and collaboration.

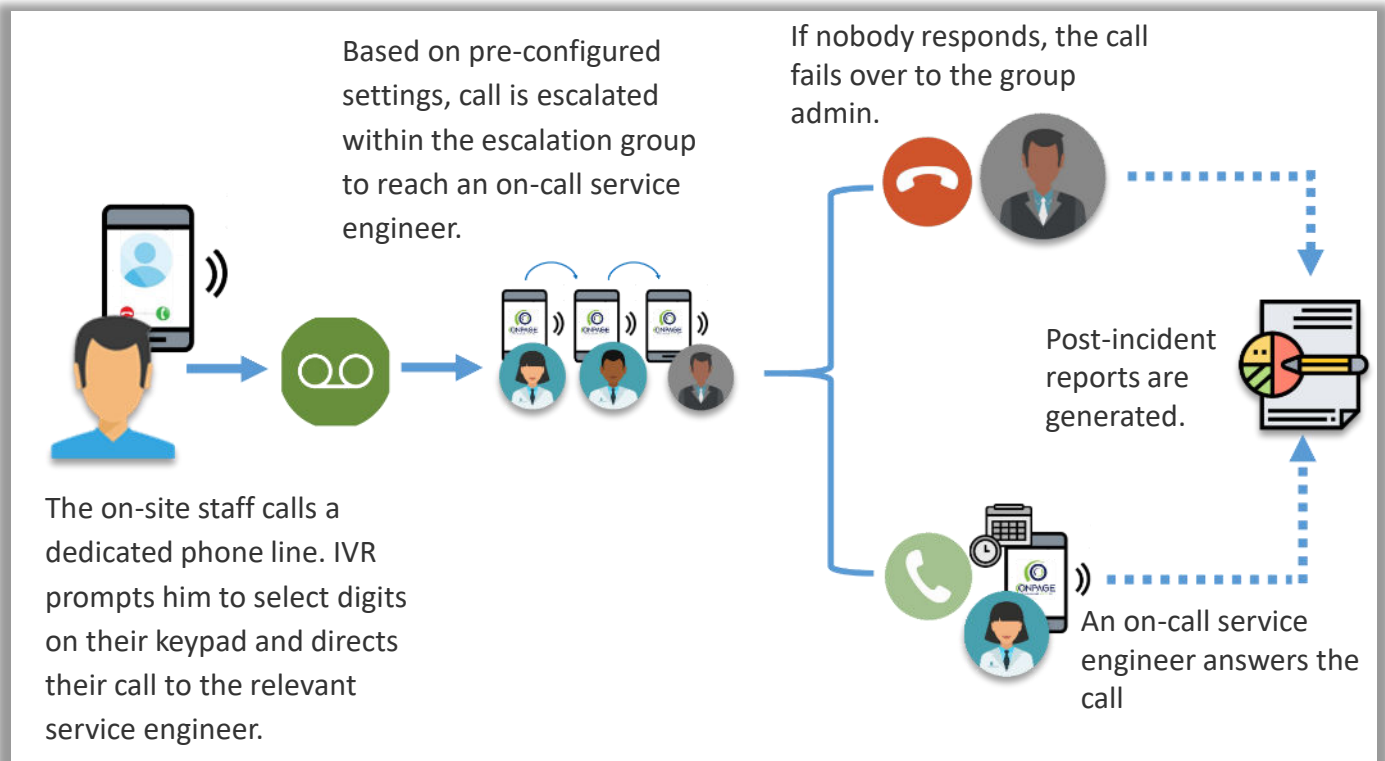
The adoption of OnPage led to:

1. Transition from Paper Schedules to a Digital Scheduler

- **Centralized schedules:** Digital schedules maintained on an enterprise-level console
- **Easily editable schedules:** Authorized staff can edit schedules in only a few clicks
- **Easy vacation-hold policies:** Staff can override schedules by creating exceptions to configured, recurring on-call schedules
- **Reliable scheduling with guardrails:** If the team manager fails to schedule on-call staff, the entire on-call group gets notified
- **Access management:** Authorized personnel can be granted schedule management privileges so that the scheduling responsibility can be shared

2. Transition From Call Centers to Live Call Routing

1. On-site field technician (OSFT) calls an OnPage dedicated line. The IVR menu prompts the OSFT to self-select the appropriate option based on their needs, which then directs them to the relevant department or service.
2. OnPage automatically routes this call from OSFT to the on-call service engineer
3. If the first on-call service engineer doesn't answer, the call automatically escalates to the next engineer in the hierarchy, and this process continues until all the engineers have been contacted. The call is routed based on escalations and schedules.
4. In the event that no one answers, the system collects a voicemail and a callback number. This information is then escalated as an OnPage alert (or page) once again in the order of hierarchy. Alternatively, teams have the option to escalate the call directly to their group admin.
5. Detailed OnPage reports, incident trails and live status updates are generated for post-event auditing purposes.



Results

OnPage's incident management and critical communication application rapidly modernized the client's communication workflows. OnPage allows this client to:



Avert miscommunication between on-call field technicians and on-call engineers



Cut down the response times by 85%, improving process efficiency



Expedite the crisis communication process



Reduce costs



Gain full centralized, secure visibility and access to digital schedules, including visibility into schedule change logs

Conclusion

Thousands of organizations across the globe, such as this leading pipeline and energy client, rely on OnPage's critical alerting and incident management capabilities to enhance critical communication and collaboration. OnPage empowers companies of all sizes within the Energy and Utilities sector to augment their workflows to deliver exceptional customer service.

As demonstrated by this case, OnPage helped this client enhance its communication workflows and on-call schedules. This empowered field technicians and engineers to respond quickly and efficiently to incidents, minimizing damages and containing potentially dangerous situations through timely intervention. This use case is only one example of why facilities continue to rely on OnPage for all their critical messaging, high-priority alerting and dedicated line needs.

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 notification needs.

Contact Us

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