

Case Study



Deliver Real-Time Alerts From Facility Management Systems



OnPage Improves Response Time for Clients' Across Building Management Systems

A global leader in real estate and investment management, operates a vast network of commercial properties and facilities across the world. Supporting these operations requires reliable IT systems and rapid response to critical issues, making effective incident management and communication essential to maintaining business continuity and delivering exceptional client service.



Faster Incident response



Simplified on-call scheduling



Reliable escalation + on-call management

Challenges

Before OnPage, one of the global leaders in real estate faced several challenges related to its after-hours operations and on-call response process. Their existing setup made it difficult to reliably notify the appropriate personnel (technician, building manager, etc.) when critical building systems generated alarms or service disruptions occurred. Missed or delayed notifications, unreliable email-to-SMS delivery, manual call routing, and limited visibility into escalation paths and on-call schedules often slowed incident response and created uncertainty around who was responsible for responding to urgent issues.

Like many facilities management organizations, the team was responsible for overseeing multiple properties, building systems, and service requests with limited resources and staff. Critical issues, such as HVAC failures, equipment malfunctions, power outages, and building emergencies, required immediate attention. However, dispatching the appropriate technician often depended on manual phone calls, outdated contact lists, and inefficient scheduling processes.

Because the organization lacked an automated alerting and on-call management workflow, reaching the right technician quickly, particularly after hours or across multiple locations, was often difficult. Without a centralized system for managing on-call schedules, alerting protocols, and automated escalations, response times varied significantly, creating operational inefficiencies and increasing the risk of prolonged service disruptions.

Solution

The organization partnered with OnPage to centralize its after-hours communication, on-call management, and incident response workflows. The initial deployment began within a single region, where OnPage was integrated with the organization's Building Management System (BMS), including Johnson Controls Metasys. Following the success of the initial rollout, adoption expanded organically as additional property managers across the organization sought to modernize their own on-call processes.

Key components of the deployment included:

Automated BMS alerting: Critical alarms generated by Metasys and other building systems were automatically forwarded to OnPage as high-priority alerts requiring immediate attention. OnPage alerts rise above other cluttered communication channels with a distinct alert sound, continue until read, and can override the phone's silent switch so urgent issues are less likely to be missed.

Intelligent alert routing: Using configurable email rules, alerts were automatically routed to the appropriate on-call technician, technician group, escalation team, or property-specific response team based on the nature and location of the incident.

Property-specific on-call schedules: The organization established centralized on-call schedules for each property and technician group, including HVAC, electrical, plumbing, and life safety teams. Schedules served as a single source of truth for after-hours coverage across the organization.

Flexible schedule administration: Authorized personnel could easily update schedules as staffing changed, while detailed audit logs provided visibility into schedule modifications and other administrative changes.

Persistent alerting with redundancy: Critical notifications were delivered to the OnPage mobile app as persistent alerts that continued until acknowledged. Multiple delivery paths, including push notifications, email, SMS, and phone call redundancy, ensured alerts could still reach personnel even if one communication channel failed.

Solution

After-hours call and voicemail routing: Using OnPage Dedicated Lines, after-hours calls and emergency voicemails automatically followed the same on-call schedules and escalation paths as BMS alerts, ensuring requests always reached the appropriate technician based on availability and location.

Mobile visibility and collaboration: Technicians could instantly see who was on call directly from the OnPage mobile app. If additional expertise was required, they could quickly page the appropriate on-call individual or group from within the app, enabling faster collaboration and incident resolution.

Comprehensive reporting and audit trails: Detailed delivery records, acknowledgments, and escalation histories gave teams complete visibility into how incidents were handled and supported post-incident reviews.

By centralizing alert delivery, on-call scheduling, technician dispatch, and after-hours communication within a single platform, the organization established a more reliable, accountable, and scalable incident response process across its facilities portfolio.

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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