

Case Study:

How OnPage Improves Lehigh Valley Technology's Incident Response by 300%



OnPage improves incident response by 300%

Lehigh Valley Technology Company, a leading managed service provider in Bethlehem, PA has ambitious goals. They already excel in delivering outstanding 24/7/365 customer service, as evidenced by glowing customer testimonials. Lehigh Valley's objective is to grow its business dramatically while maintaining that level of customer service. With this ongoing commitment, customer service has become a hallmark of the business and a strong competitive advantage.

“Every customer interaction is treated like opening night at a Broadway show – every meeting, every phone call, every email, and the Lehigh Valley Technology Company team knows they can't rest on their laurels: It doesn't matter what service we delivered yesterday. We need to consider what to do to delight our customers every day to maintain our reputation as trusted advisors.” – Scott Gingold, President and Chief Visionary Officer

Challenges

Lehigh Valley Technology Company faced challenges in maintaining effective incident response. The team tested various systems but found themselves still needing that perfect method of communication.

They tried providing a dedicated phone to the on-call team, which led to frustration during handoff, requiring engineers to physically obtain the phone from the previous on-call staff. Then, they turned to pagers which they found to have an aging, unreliable infrastructure. Additionally, both of these options struggled to mobilize the team, delaying incident response.

Apart from slow response and missed alerts, these processes cause employee dissatisfaction, further motivating the team to discover a better solution.

Solution

With the OnPage – Autotask PSA integration, they were able to fulfill all of their incident management requirements and more!

Their new workflow with OnPage

- A ticket is initiated in Autotask and if the related incident is classified as critical and occurs after hours, an alert is automatically triggered via the OnPage platform, to the designated on-call tech.
- The on-call tech gets a distinctive, loud alert on the OnPage smartphone app. He acknowledges the alert and works on the issue. He can close the ticket from the OnPage app.
- If the tech doesn't respond to the alert within 3 minutes, the alert is escalated to the next tech on the on-call list. Escalation continues for up to 8 hours until the alert is acknowledged or read. Scott also sees the alerts as they happen and reviews the remediation steps being taken by his team.
- The ticket is automatically updated with time-stamped audit trail information, including when the alert was sent, delivered, read, replied to, and escalated.

“With OnPage-Autotask integration, we were able to resolve high-priority issues two to three times faster. The seamless integration has solidified our commitment to customer service excellence, helping us stay ahead of the competition.”
– Scott Gingold, President and Chief Visionary Officer

Results



Improves after-hours incident response by 300%.



Delivers incident alerts 2-3x faster than their previous solutions.

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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