Case Study:

How OnPage Ensures Reliability for Advanced Network Products

OnPage ensures engineers never miss a critical alert

Advanced Network Products (ANP) is a Philadelphia-based MSP specializing in services such as WAN, LAN, desktop and server management, and support. ANP needed to implement a better incident management solution to handle critical incidents. Tickets created in ConnectWise or through other mechanisms were getting to the NOC team but falling through the cracks and not getting elevated. So, they switched to OnPage to manage issues like downed services, security or connectivity.

**Increased
Customer Satisfaction**

**Gave voice to their
monitoring tools**

**Gained access to secure
chat collaboration**

Challenges

Before ANP implemented OnPage, they lacked the necessary oversight to ensure no critical incidents were missed. ANP's after hours NOC engineers failed at times to handle incidents within the period defined by their SLAs. This was due to the NOC team failing to pass along alerts to the on-call engineer. The process was not automated and this proved frustrating for the on-call engineers who were next in line to deal with the incidents. They simply weren't receiving information in a timely manner to solve the problems.

Solution

With OnPage, ANP centralizes alert management and ensures swift mobilization.

Their new workflow with OnPage

- In the case of a critical incident, an OnPage alert is routed to the NOC engineer's mobile device based on the on-call schedule rotations.

- If the primary engineer doesn't acknowledge the message, it is escalated to the next on-call engineer configured in the escalation policy. And if none of the on-call team members respond, the alert fails over to management.

- This ensures that the engineers are more effective with their time. The lack of delays in notifications and escalation procedures meant they could deal with incidents faster and improve customer satisfaction.

Results

Centralized alerts from various monitoring solutions and gave voice to those with no audible alerts.

Gained access to robust integrations with their existing tools including ConnectWise.

Eliminated delays and improved response times, directly enhancing client satisfaction.

Began offering 24/7/365 support without risking missed alerts.

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.

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SOME MESSAGES CANNOT WAIT