



CASE STUDY



Advanced Network Products - Mike Silverman

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CASE STUDY

Advanced Network Products (ANP) is a Philadelphia-based MSP specializing in services such as WAN, LAN, desktop and server management and support. ANP uses **OnPage** to manage issues such as downed services, security or connectivity.

Business Situation

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.

Solution

OnPage's persistent alerting tool provided a fail-proof escalation mechanism.

Product

OnPage – IT Alert Management System

Benefits

- Sent an audible alert to the NOC team when a ticket was created by the monitoring systems.
- Improved engineer workflow.
- Budget friendly.
- Reduced downtime and ensured every incident was handled within times specified by the SLA.
- Easy to deploy with virtually no learning curve.
- Reliable on-call scheduler with escalation.

The Situation

Before Advanced Network Products (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 an alert to the on-call engineer in a timely manner. 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.



Mike Silverman
Lead Virtual CIO

“ We have had issues before [OnPage](#) where a ticket gets created and it needed to get escalated and it was not getting escalated for a couple of hours because the operation center tech ignored it. And when the person finally gets it there usually was a 2 hour delay.”

OnPage Implementation

After a quick demonstration of [OnPage's](#) capabilities, ANP was convinced they needed the tool as a part of their Incident Management Process. As described by Mike Silverman in a recent interview, [OnPage](#) was implemented to aid the NOC team and ensure they were receiving alerts and responding to them or elevating them.

If the NOC engineers failed to respond to the OnPage alert, the issue would be automatically escalated to the on-call engineer and then to Mike himself.



OnPage Escalation

Escalate alerts if a team member is not available and contact the next person on the team based on the schedule set up on the OnPage scheduler.



On-Call Rotations

Every group gets their preferred, on-call rotation with on-call scheduling for multiple individuals without limitation to location. Set-up schedules for typical rotations, holidays, weekends – whenever your team needs to be notified.

ANP engineers love **OnPage** for the following reasons:

- A majority of the monitoring tools used by ANP did not have audible alerts and they all sounded differently. **OnPage** not only unified the alert sound that was given off by all the monitoring systems but it gave a voice to the monitoring tools that had no audible alerts as well.
- Engineers were able to leverage tools like ConnectWise to set a wide range of conditions to alert them through **OnPage** which allowed them to closely monitor their clients infrastructure.

- Engineers were more effective with their time. Lack of delays in notifications and escalation procedures meant they could deal with incidents faster and improve customer satisfaction.



Mike Silverman
Lead Virtual CIO

“ Customer satisfaction is a huge component of our business and OnPage puts us on the path to keeping a tighter grip on service level agreements. OnPage’s Audit Trail gives management insights into how the team is handling the incidents. ”

Summary and Key Benefits

OnPage allowed ANP to tap key engineers for specific types of tasks through it’s Scheduler and Escalation features. ANP was also able to be operational 24x7 without missing any critical incident alerts thus increasing customer satisfaction and ANP revenue.

- Reduced Downtime
- Short Learning Curve
- Secure Texting
- Monitoring tool are given audible alerts
- Audit Trail
- Simple IT On-Call Support and Escalation
- Budget Friendly
- Reliable
- IT Operations Messaging