Incident Alert Management

Datto's Autotask – Never Miss Critical Alerts

OnPage, the industry's leading incident alert management system, is seamlessly integrated into Datto's Autotask PSA. The integration complements Autotask's ticketing capabilities by converting service tickets into intelligent alerts under one unified and integrated platform. MSP teams can send out alerts and create workflows for notifications to be triggered automatically based on customizable incident and ticket criteria.

## Reduce Customer Churn, Improve SLAs

With alert escalation, if the first team member on the on call schedule does not respond promptly to the loud OnPage app alert, it's escalated to the next team member on the list, ensuring that alerts get a quick response and are not missed. Reducing or eliminating missed alerts leads to higher levels of customer satisfaction and loyalty.

Reduce Resolution Time

Respond to alerts up to 300% faster. Bi-directional integration enables real-time status updates on the tickets and in the OnPage secure messaging app, so teams can better coordinate for fast resolution.

Reduce Costs

Tired of paying monthly fees to third parties to get your after-hours alerts? Simply provide customers with a 24-hour service phone number that automatically triggers an OnPage alert whenever a critical incident occurs, and reduce costs by 25% or more.
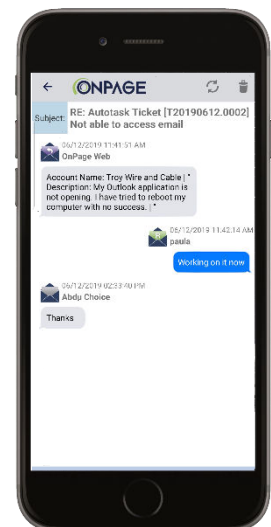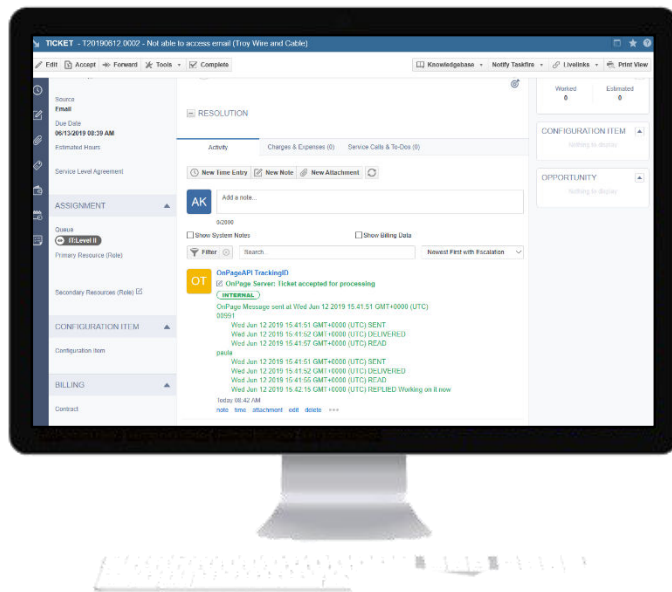
Integration with Autotask

- Easily set up and deploy seamless integration between Autotask and OnPage

- Manage helpdesk processes and incident alert management within the same pane of glass

- Consolidate all incoming alerts in the Autotask platform

- View real-time ticket and SLA updates

Comprehensive Alerting Capabilities and Services

- Create on call schedules for individuals or groups

- Trigger persistent, fast, secure round-trip messages and alerts to mobile devices

- View real-time ticket and SLA updates

- Improve accountability with complete audit trail and post incident reporting to confirm that alerts were delivered, acknowledged and read

- Motivate and retain top talent by using automation to balance the on call workload and prevent burnout

- Access top-rated OnPage customer success and support services