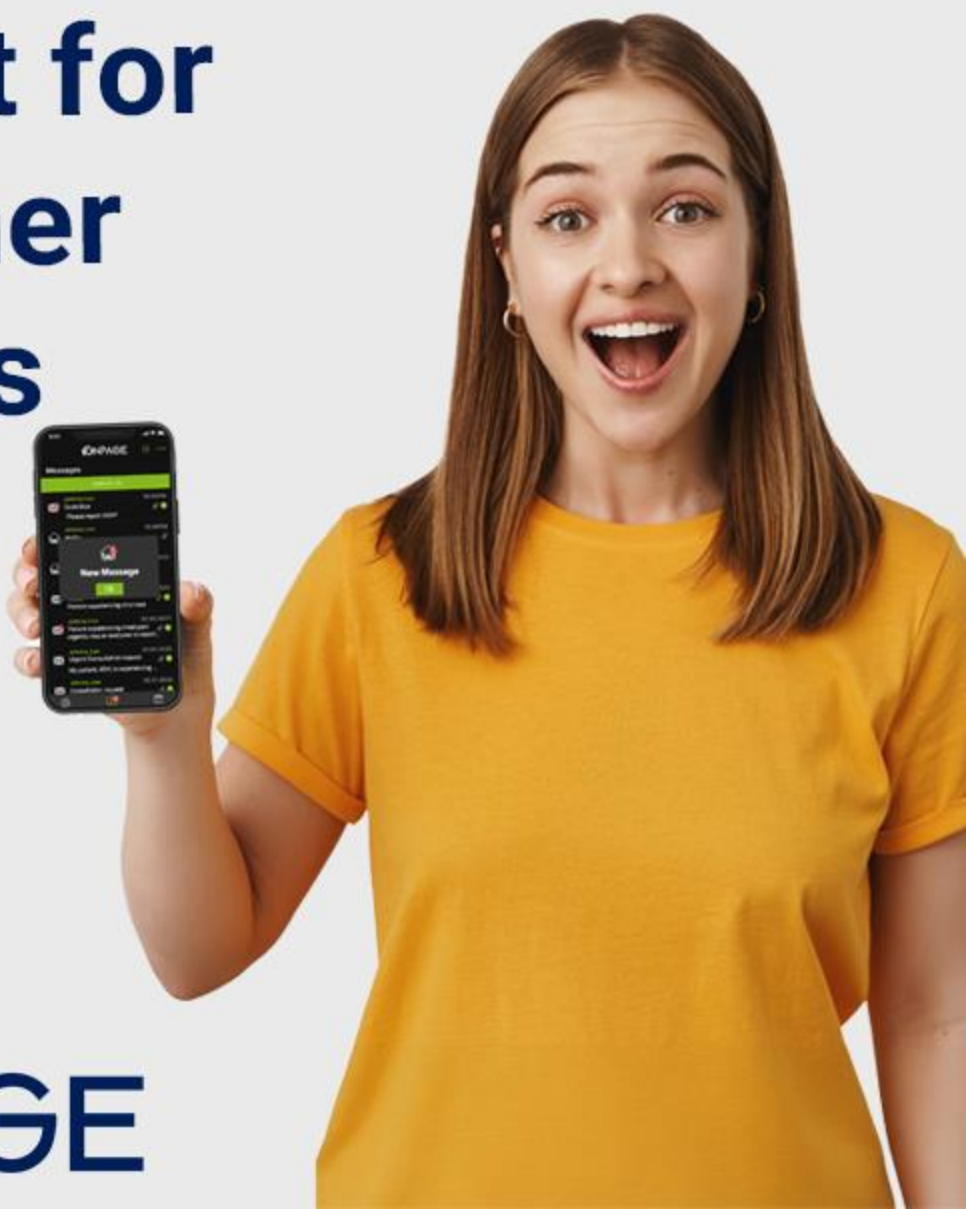


Case Study:

How OnPage Eliminates Burnout for Customer Success Teams



OnPage enables teams to provide 24/7 support

The OnPage Customer Success team consists of knowledgeable, friendly support professionals. Offering 24/7 assistance, the team addresses any customer issue or question regardless of the time or day. Customer Success recognizes the importance of client relationships and always aims to achieve maximum customer satisfaction. OnPage Support provides step-by-step walkthroughs, ensuring that customers have their OnPage incident management system implemented successfully.

“The OnPage system allows our team to quickly get back to the customer. This builds customer trust and ensures clients continue to rely on OnPage Support for all their critical needs.” – Paul Ware, OnPage’s Technical Support Manager

Challenges

At the beginning of OnPage’s journey, using email for support was sufficient, but as the product gained traction it was obvious, email just wouldn’t cut it anymore. Customer Success’ inboxes began to clutter with inquiries, requests, and tickets, and prioritizing tasks became a nightmare, high-priority requests were often buried under irrelevant junk emails.

Plus, email complicated the support process, preventing the customer success workload from being evenly distributed. Workload fatigue was common.

Customer Success required an automated, intelligent alerting system to streamline operations and provide exceptional customer support.

Solution

OnPage Customer Success now leverages its own OnPage system to provide immediate, reliable client services around the clock.

Their new workflow with OnPage

- When a ticket is created via Jira Service Desk, email, and/or voicemail, OnPage automatically triggers an intrusive mobile alert.
- The OnPage alert is immediately routed to the right on-call technician's smartphone based on the on-call schedule.
- Once the alert is received the on-call technician manages, resolves, and closes the ticket. OnPage's post-incident reports are then generated to provide insight into the technician's response time and incident management performance.
- If the first technician is unavailable, OnPage escalates the alert to the second technician in line. This ensures that support requests are always addressed.
- If the alert is sent to the escalation group and doesn't reach an on-call technician, management will receive a failover report consisting of message tracking information for the failed escalation.

Results



Fast Response: After the ticket is opened, Support addresses and **resolves the customer issue in under two minutes.**



Instant Notice: OnPage alerts are loud and easily distinguishable from all other push notifications. **Notifications are triggered to on-call technicians in seconds.**



Eliminate Burnout: **On-call schedules have eliminated after-hours burnout and fatigue.** An equitable workload results in more refreshed and ready-to-go technicians.

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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