

Case Study:

How OnPage Empowers Dynamic Network Solutions to Ace After Hours Alerting



OnPage empowers teams with bulletproof incident management

Dynamic Network Solutions (DNS) is a boutique MSP. The company is located and serves client needs in Florida and the greater Washington DC area. DNS' clients range from education to nonprofits to insurance companies. DNS services all levels of technology for its clients. These technologies include assorted platforms ranging from servers to HVAC systems to access control systems. Their mantra is 'if it plugs in and turns on, we can take care of it.'



**Faster After-Hours
Response Times**



**Reduced Labor
Costs**



**Increased Customer
Loyalty**

Challenges

In a highly competitive MSP market, providers like DNS are increasingly asked to operate 24/7. Clients want to ensure that if things like hosted solutions, building systems, networks or internet are down at any hour of the day or night, DNS will immediately work to bring the system back up.

DNS was largely able to manage customer needs during regular business hours. However, without a solution to manage after-hours alerting, the company had to use a convoluted workaround system for reaching on-call technicians.

In following their legacy after-hours process, DNS was also pushed very close to their maximum time limit for SLAs. For most instances, their SLA required a response in under 60 minutes. However, in using their legacy system, it often took as long as 45 minutes before a ConnectWise ticket was in the hands of an MSP.

Solution

With OnPage, DNS improved its SLA by almost 90%.

Their new workflow with OnPage

- When DNS' monitoring systems detect that a client's technology has failed, it will deliver an email to ConnectWise which, in turn, builds a ticket based on the customer and priority.
- Then through the ConnectWise-OnPage integration, the ticket triggers a high-priority OnPage alert.
- Based on the team's on-call schedule, the alert is then immediately routed to the on duty engineer as a loud, distinguishable push notification.
- In the case where the primary on-call engineer is unavailable, the alert is automatically escalated to the secondary responder.
- Responders are swiftly mobilized to critical client issues!

Results



Improved SLAs by 90% representing a significant decrease in their mean time to respond.



Gained the ability to provide clients with the 24/7 monitoring and support they need.



Optimized their monitoring and observability through the bidirectional OnPage-ConnectWise integration.



Cut down on their resource expenditures by a third.

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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