



The OnPage Guide for IT Teams



Investing in a 21st Century Solution

Before OnPage, IT professionals relied on their email inboxes to receive critical notifications. Unfortunately, these important emails were flooded and buried under other messages, resulting in missed notifications or prolonged incident response times. Consequently, IT support teams tarnished their reputation with lucrative business clients.

With OnPage, support teams adopt a reliable intelligent alerting solution, guaranteeing immediate delivery of critical alerts for speedy incident resolution. OnPage provides distinguishable, audible notifications for high-priority incidents on mobile. At its core, OnPage alerts cannot be mistaken for other smartphone notifications.

High and Low-Priority Alerts

OnPage high-priority alerts are intrusive, audible pings that last eight hours until acknowledged by the on-call engineer. OnPage high-priority alerts bypass the silent switch on all mobile devices regardless of mute button settings.

IT managers can also configure low-priority alerts, which trigger up to five audible chimes to an engineer's OnPage mobile app.

Regardless of alert severity, OnPage intelligent notifications cut through the noise and bring critical alerts to the forefront. OnPage incident alerts are five times faster and infinitely louder than email or SMS.



Critical Alert Escalations + On-Call Schedules

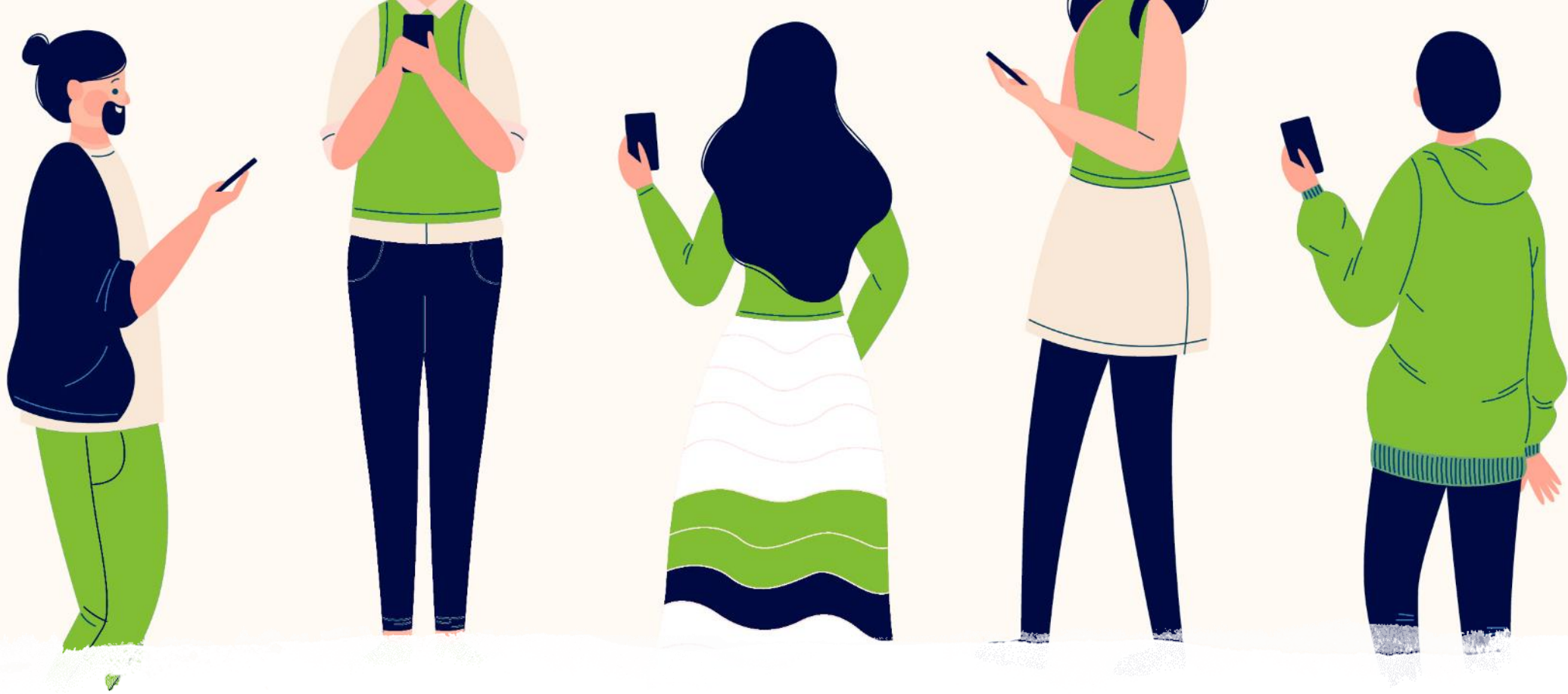
OnPage provides alert escalations to both large and small support teams. With escalations, IT managers can determine:

- The team members' escalation order
- The wait period before alert escalation
- The action to be taken to stop the escalation

Escalations and on-call teams are created via OnPage's intelligent, digital web scheduler. It comes equipped with recurring schedules, allowing on-call rotations to re-occur based on the manager's schedule configurations.

An illustration featuring three stylized human figures holding hands in a line. On the left, a woman with short dark hair, wearing a white patterned top and a green skirt, stands next to a large, vertical smartphone screen. In the middle, a man with dark hair, wearing a green long-sleeved shirt and dark pants, holds the woman's hand. On the right, a woman with her hair in a bun, wearing a black top and a green and white striped skirt, holds the man's hand and a blue megaphone. The background consists of soft, light blue and green shapes, suggesting an outdoor setting with foliage.

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Secure Team Messaging

OnPage offers SSL encrypted two-way communications, ensuring that support team exchanges are not penetrable by malicious parties.

Support team exchanges are only accessible by incident participants, solidifying security and protection in the process. Teams rely on OnPage's mobile application to enhance their security operations.

Live Call Routing + Dedicated Lines

OnPage dedicated lines help improve the client experience for after-hours support.

Clients dial just one number to directly connect with on-call engineers for a real-time live call. This way, IT infrastructure issues are addressed and resolved promptly.

Clients can directly talk to helpful professionals or leave a voicemail that will get “paged” to the on-call team if the initial call is not answered.





Time-Stamped Audit Trails

OnPage provides time-stamped audit trails, allowing system administrators to know the exact status of an incident. Audit trails show the subject of the incident alert, when it was created, who responded and when they responded. This eliminates all excuses, enhancing support team accountability and transparency.

System administrators or managers can also determine which team members (i.e., on-call engineers) are spending the most time responding to issues and reassign upcoming incidents to others to provide relief.

Post-Incident Reports

Post-incident reports are necessary as they give IT teams insight into why an incident happened.

The reports allow organizations to deconstruct an incident and see what transpired after the critical event and how it can be improved in the future.

Essentially, post-incident reporting makes it easy to review current or historical incident response to identify workflow pitfalls or areas where the process is not being followed correctly.



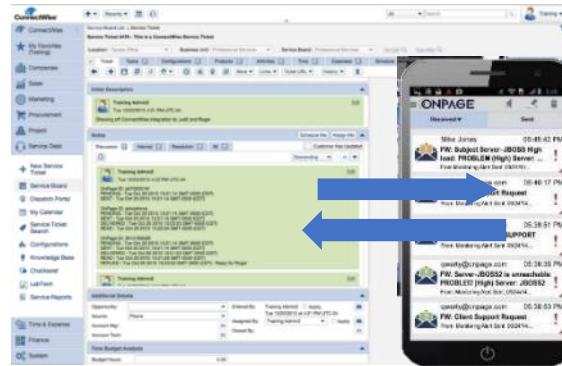
OnPage Out-of-The-Box Integrations

ServiceNow Integration



OnPage's [ServiceNow integration](#) takes advantage of the power of the ServiceNow ticketing platform to deliver critical incident alerts to the on-call engineer's OnPage mobile app.

ConnectWise Integration



Automatic, [intelligent alerting based on configurable triggers](#) that generate a complete audit trail, all from within the ConnectWise console.

Autotask PSA Integration



The [integration](#) converts service tickets into intelligent alerts. Teams can now manage help desk processes and incident alert management within the same platform.



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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 notifications to the right person immediately.

OnPage's escalation, redundancy and scheduling features make the system infinitely more reliable and secure than emails, text messages or 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, critical notification needs.

For more information, visit www.onpage.com
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