Case Study:

How OnPage Provides Downtime Insurance for Transamerica

ONPAGE

OnPage provides downtime insurance for Transamerica

Transamerica has come a long way since its founding in 1904 as the Bank of Italy in San Francisco. Today, Transamerica is a major holding company with interests in life insurance, health insurance, investment firms and retirement vehicles. Since 1999, the company has been owned by Dutch conglomerate Aegon NV, enabling Transamerica to broaden its reach into Europe, as well as other points on the globe. With 20+ years on the Fortune 500 list, Transamerica currently serves 13 million customers and employs 29,000+ people globally.

Streamline Global Support Workflows

Decrease Downtime By 97%

Faster Response to Critical Incidents

Challenges

Transamerica, like 80% of the Fortune 500, operates on Microsoft Office. The company uses all aspects of the Office suite. However, maintaining Microsoft Office for a company with 29,000 global employees is a major operation. Moreover, ensuring 24/7 support for users across numerous time zones means the team is always on-call and always working towards resolving an incident.

Initially, the Microsoft Office Support team at Transamerica used a home-grown solution to alert engineers when an issue arose. However, the solution they created was challenging as it provided no accountability, no persistence and frequently failed. This meant as many as 48 hours could pass during a weekend shift before an incident was responded to.

When maintaining the technology uptime of a Fortune 500 corporation, this lack of accountability was unacceptable.

Solution

With OnPage, Transamerica realized significant improvements to their incident response.

Their new workflow **with OnPage**

- When a significant Microsoft Office outage occurs, a Transamerica employee reaches out to Transamerica's Global Help Desk to report the issue.

- The help desk team will then use the OnPage web dispatcher to deliver an OnPage alert to the Tier 1 members of Microsoft Support. They also use OnPage's redundancy features to ensure engineers also receive the alert in the form of an email and SMS.

- If the issue is more complex, the Tier 1 team can forward the alert to Tier 2 and discuss their findings via the two-way secure messaging features.

- Finally, an audit trail is sent to management to ensure accountability once the issue is resolved.

Results

Response time for engineers has reduced from 45 minutes to 45 seconds.

Enhanced accountability through audit trails and message delivery and read receipts.

Critical messages never slip through the cracks!

Increased effectiveness when serving their global teams.

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

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.