Case Study:

How OnPage Reduces Crisis Notification Process by 20+ Minutes for SARDOC

ONPAGE

OnPage streamlines crisis notification processes

Search and Rescue Dogs of Colorado (SARDOC) is a non-profit based in Fort Collins, CO, operating statewide since 1983. The organization relies on volunteers and their certified search dogs who are dedicated to finding missing persons in tough terrain and wilderness areas. Once notified of an incident, SARDOC must coordinate to determine which team is appropriate for the mission and deploy the team to the field as quickly as possible.

Expedite crisis notification process by 20+ mins

Improve team collaboration

Boost organization's reputation

Challenges

Prior to adopting OnPage BlastIT, SARDOC faced a number of challenges that hindered its organizational performance and effectiveness. The team relied on an answering service to speak with the requesting party, notify SARDOC coordinators of the request, and then relay the request to the canine handlers.

Unfortunately, the answering service was ineffective, delivering inaccurate, delayed, and untraceable messages to the SARDOC coordinators and canine handlers.

With these obstacles in mind, SARDOC turned to OnPage to streamline and automate its alerting process.

Solution

With OnPage, SARDOC enhanced alert delivery and mission performance.

Their new workflow with OnPage

- A requesting agency dials a dedicated OnPage number, leaving a voicemail and callback number, briefing the team on the situation.

- The coordinators then receive an OnPage alert on their mobile devices with the voicemail transcription, enabling them to dispatch the correct canine handling team.

- To dispatch the team, the coordinators use BlastIT's contact lists to select and notify all handlers simultaneously via SMS, phone call, and email, and give them details on the specialized dog training and skills required for the mission.

- SARDOC also uses BlastIT templates, allowing them to speed up the alerting process by just filling in the mission-specific details and hitting send.

Results

Expedite the crisis notification process by 20+ minutes.

Enhance team communication and collaboration.

Improve productivity and transparency through an automated and intelligent alerting procedure.

Boost its reputation in Colorado and surrounding territories.

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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