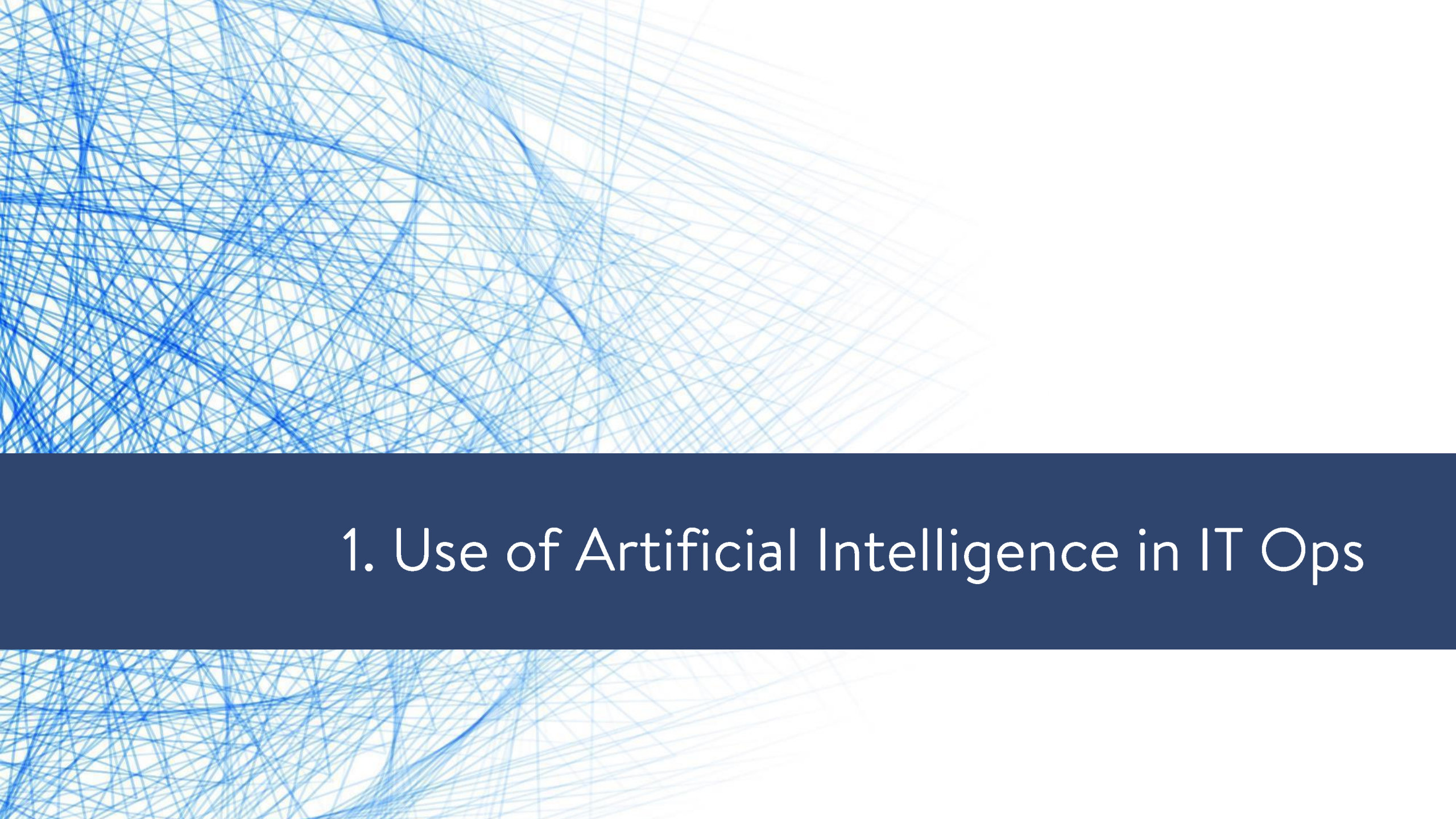
ONPAGE
SOME MESSAGES CANNOT WAIT

The State of IT in 2020

IT Trends in the New Year

This eBook maps out where businesses are allocating their technology budgets in the coming year, identifying some of the emerging trends and technologies in the IT industry.

Additionally, this asset highlights other, lesser-known technologies that have the potential to enable organizations to achieve digital transformation.



1. Use of Artificial Intelligence in IT Ops

AI in ITOps

In 2020, IT will continue to adopt AI technologies to automate the process of detection and resolution of common issues.

Per Spiceworks, "Business uptake for AI-powered technologies are projected to triple by 2021." It's the future of ITOps, combining the power of data and machine learning to gain insight into the state and performance of IT systems deployed by an organization.

A second layer of AI algorithms analyzes all IT events and detects clusters of similar events displaying a common underlying issue to look for a root cause.

At its core, AI helps IT teams detect anomalies in systems and potentially suggest remedial measures to bring them back to their normal state.

https://www.spiceworks.com/marketing/state-of-it-2019/future-tech/

2. Edge Computing in IT Infrastructure

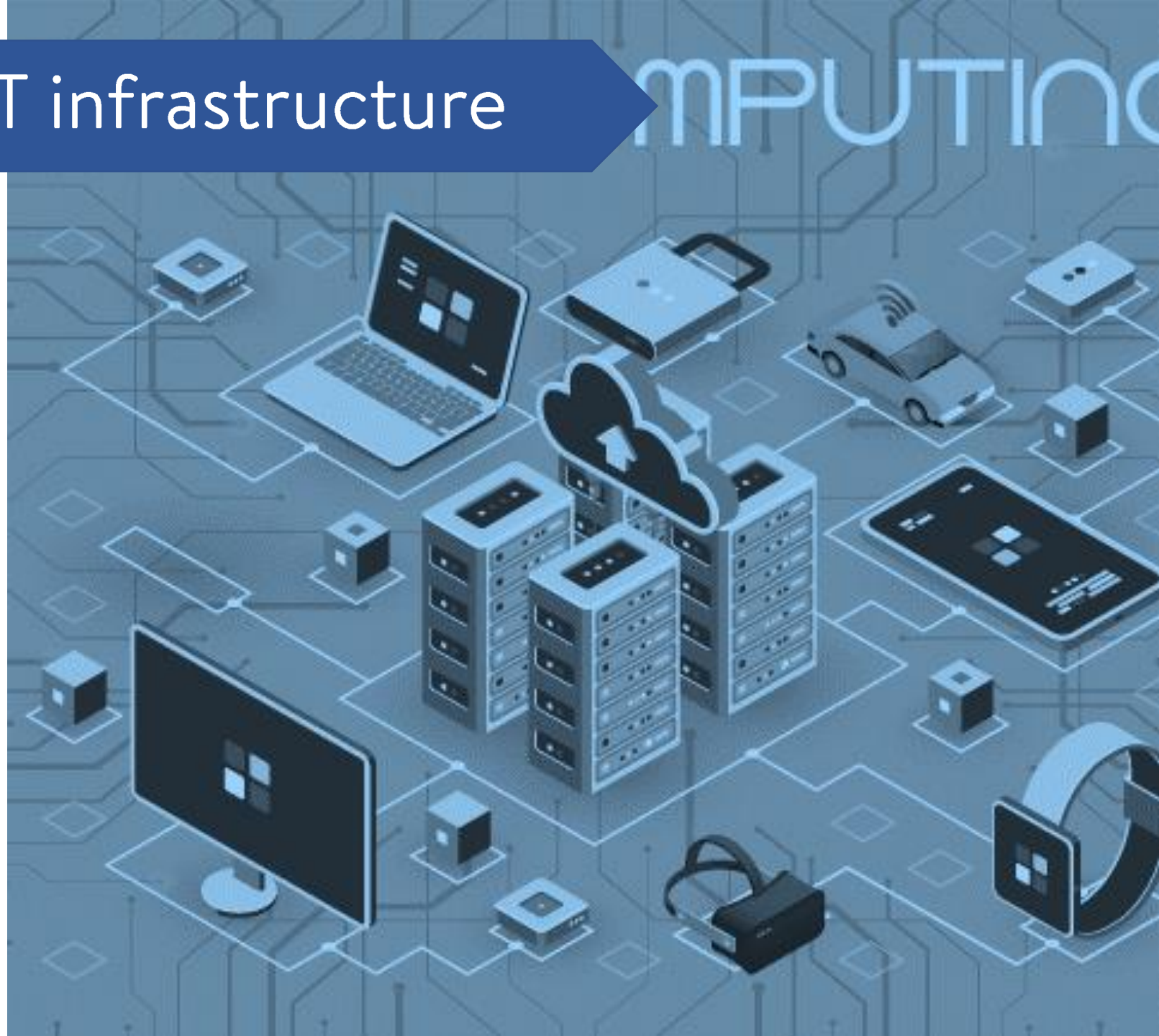
Edge computing in IT infrastructure

Gartner defines edge computing as, “A part of a distributed computing topology in which information processing is located close to the edge – where things and people produce or consume that information.”

This model brings data closer to the devices where it’s being gathered, instead of a distant central location. This enables real-time data processing, allowing different applications to respond to issues immediately.

By implementing edge computing, factories for instance, can collect, clean and analyze data right on the shop floor. This creates an added opportunity to apply machine learning and AI into the equation.

https://www.gartner.com/en/webinars/3846163/what-is-edge-computing-and-why-should-you-care-



3. IT Service Alerting Tools

Adoption of ITSA Tools

Gartner's Hype Cycle defines IT Service Alerting (ITSA) tools as, "Effective solutions to automate the distribution and management of notification messages, ensuring that every key stakeholder in the process is immediately notified of an IT incident."

ITSA tools can be integrated with popular IT service management (ITSM) tools and monitoring systems. This creates an intelligent orchestration to ensure that alerts are not just disseminated but addressed immediately.

ITSA solutions reduce the mean time to repair (MTTR), ensuring that on-call personnel resolve incidents faster to satisfy clients and stakeholders. Also, these tools enhance team accountability, as resolution performance is tracked and documented through real-time audit trails.

https://www.onpage.com/onpage-mentioned-in-gartners-hype-cycle-for-itsm-2019-report/

4. Live Call Routing With Automated Escalations

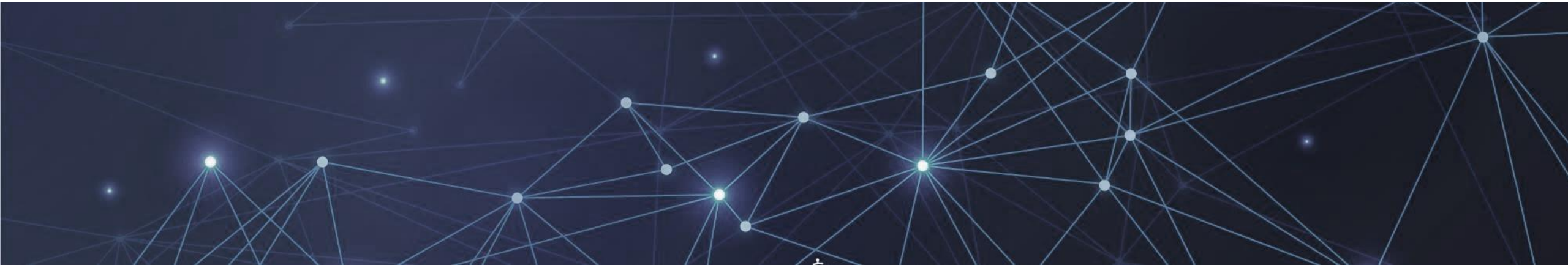
Live Call Routing for On-Call Engineers

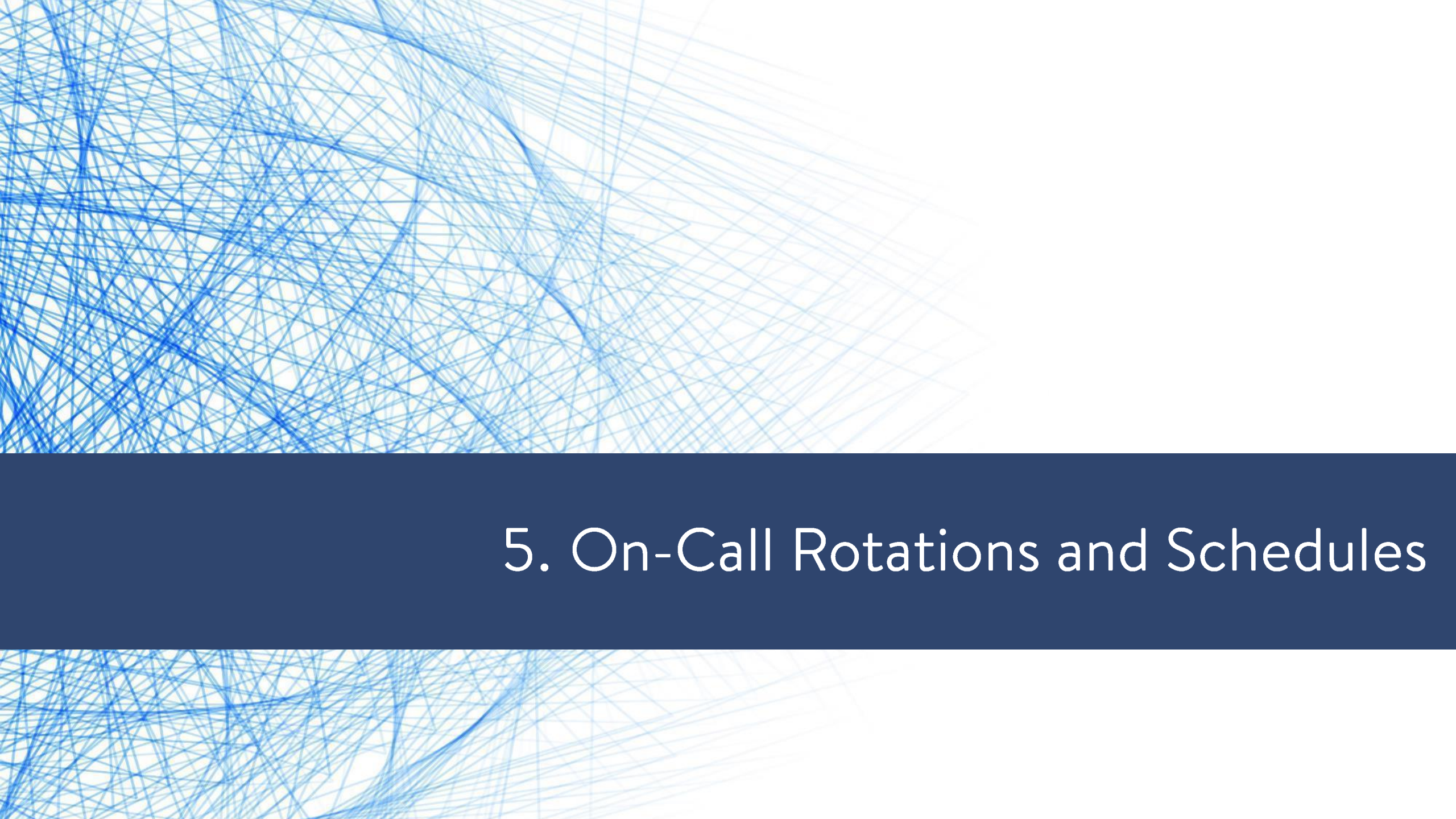
Clients can contact their support engineers via a dedicated line. By simply dialing a number, clients connect on a live call, detailing their IT issues during after hours.

Additionally, failover mechanisms can be configured, enabling the call to be transferred to another group of engineers, or prompting the caller to leave a voicemail and/or callback number, which then follows a similar escalation path.

https://www.hipaajournal.com/nhs-phase-out-pagers-by-end-of-2021/

How it Works | Live Call Routing




5. On-Call Rotations and Schedules

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Some organizations manually schedule on-call rotations on excel spreadsheets, making it predisposed to human error. Also, any changes made to these schedules aren't broadcasted in real-time, making it challenging to get on-call IT engineers to respond to an issue.

Downtime can cost millions and fumbling through a schedule to assign an incident isn't a wise decision. This calls for an intelligent automated scheduling system, which saves time through persistent alerting and notification escalations.

OnPage is the Solution!

OnPage is an ITSA tool, providing digital on-call schedules, live call routing capabilities, escalations, post-mortem reports and persistent eight-hour alerting.

OnPage is recognized by Gartner as a rock-solid and reliable system, ensuring that critical alerts are never missed by a tasked on-call engineer.

Additionally, OnPage integrates with popular ticketing and monitoring tools, allowing IT teams to complete their ITSM tools with a robust ITSA system.

At its core, IT teams can reduce MTTR with a complete web management console and immediate mobile alerting.

Contact Us!

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 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.

For more information, visit onpage.com or contact sales at sales@onpagecorp.com.