Cygnus Systems Decreases Costs and Improves Response Time by using OnPage

OnPage facilitates Cygnus' growth of 25% per year through efficiency and cost reduction

WALTHAM, MASSACHUSETTS, UNITED STATES, July 27, 2016 /EINPresswire.com/ -- OnPage, a leading provider of incident management technology, has helped Cygnus Systems Inc. reduce the amount it spends on its answering services by 75%. In a case study released today, OnPage details how through Cygnus System's integration of OnPage's technology and ConnectWise, Cygnus has been able to spend less on its answering service, reduce waiting time for its customers and improve the quality of response by its engineers. The sum of these efforts has allowed the company to grow by 25% over the past year.

Cygnus Systems Inc. is a leader in IT business support for Southeastern Michigan and specializes in providing its clients with managed services to maintain their IT solutions, phone systems and cloud services. By incorporating OnPage's critical alert system with ConnectWise's inherent ticketing system, Cygnus ensures that its IT personnel are immediately notified of crucial client IT service gaps.

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> *Craig Isaacs, Director of Operations at Cygnus*

The OnPage critical alert system was selected by Cygnus due to its integration with ConnectWise and its ability to ensure that Cygnus would not miss any alerts from its customers. Previously, Cygnus was missing alerts as notifications were sent to its answering service and at times the service either lost alerts or was unable to reach the appropriate engineer. According to Craig Isaacs, Director of Operations at Cygnus,

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Craig met OnPage at IT Nation in November of 2015. Craig and his team were intrigued by the opportunity to have an email go straight to OnPage which produces a persistent alert. With the OnPage integration into ConnectWise, Craig and his team have been able to get deeper into ConnectWise and help clients further avoid critical issues. OnPage immediately indicates where any

of Cygnus' 1000 endpoints is facing an IT issue - whether on the clients' servers, memory concerns, processor alerts or any of a myriad of issues. The prominent alert has also helped ensure that Cygnus engineers do not miss alerts. According to Craig,

"Have you heard [the alerts]? They are really loud!"

Slashing response time to critical alerts and getting IT to work as quickly as possible to resolve incidents was key for Cygnus. Inefficient issue resolution, limited visibility of issues and fragmented communications can plague MSPs if not handled efficiently and quickly. Cygnus had to assure its clients of end-to-end service delivery and provide constant uptime per the terms of their contractual SLAs. Integration with OnPage has been key to maintaining these SLAs and ensuring continued growth.

About OnPage

OnPage is the industry leading Smartphone application system for Global, High-Priority, Real-Time Enterprise Messaging and IT Alert Management. For more information visit: http://www.OnPage.com.

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