



OnPage Is Chosen by Dynamic Network Solutions to Facilitate 24x7 Support

OnPage accommodates the need of 99% of MSPs for 24/7 incident alerting

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[OnPage Corporation](#), the leader in incident alert management systems for MSPs, today announced the release of its [new case study](#). The case study highlights how the critical alerting platform became an essential addition to boutique MSP Dynamic Network Solutions (DNS), enabling them to provide 24x7 support and respond to customer needs instantaneously. By using OnPage, DNS has been able to significantly improve its SLAs as well as reduce cost management.



99% of customers wanted our MSPs to provide 24x7 support and wanted us to provide it as of yesterday”

Sam Chawkat, DNS Chief Operating Officer

The march of the 99%

DNS provides managed services to groups such as educational institutions, insurance companies and non-profits across Washington D.C., Maryland, Virginia and Florida. The company’s motto is ‘if it plugs in and turns on, we can take care of it.’ DNS’ employees are committed to providing the highest quality customer service through security monitoring, patches, software updates and proactive service.

These days, 24x7 support is practically a requirement that businesses of all size make of their MSP. However, providing this high level of service is increasingly complicated and costly. This was indeed the challenge DNS faced.

According Sam Chawkat, DNS Chief Operating Officer:

“99% of customers wanted our MSPs to provide 24x7 support and wanted us to provide it as of yesterday.”

Initially, DNS tried to address their customers’ demands with a system that used separate emails and phone numbers for after-hours. In this system, emails or phone calls would be transcribed to ConnectWise Manage tickets which would then be manually assigned to the on-call MSP. Unfortunately, this system was not only expensive for the company, it was also laborious and brought them dangerously close to violating their SLAs.

OnPage brings DNS over the finish line

Today, DNS has switched from manual workflow to an automated one using OnPage to manage after-hours critical alerts. Now when either a customer calls in or a monitoring system detects a problem, a ticket is automatically created in ConnectWise Manage and, based on the severity of the incident and triggers, an alert is sent to OnPage. OnPage is then able to alert the proper MSP on-call to quickly manage the incident.

“A lot of the work is done behind the scenes by monitoring systems and ConnectWise. However, OnPage is important because it is the tool that takes us over the finish line and allows us to immediately start working on issues.”

By integrating ConnectWise manage with OnPage, DNS has seen many notable benefits such as:

- Improved SLAs: Formerly, it took 45 minutes on average before on-call engineers responded to incidents after-hours. Now, DNS has seen a 90% improvement and it takes less than 5 minutes to respond to incidents.
- Decreased cost: In the legacy system, DNS needed managers and a dedicated on-call MSP to manage after hours incidents. Now, on-call engineers are alerted as needed and do not need to be on-call at all hours
- Improved customer relations: Today, 99% of after-hours alerts are the result of network monitoring rather than customer calls. In responding to the former, DNS is able to repair issues before customers ever recognize the problem. This enables DNS to improve customer relations and makes the company more valuable for the client.

With these improvements, DNS can run a much more efficient and profitable organization. The company can ensure alerts are never missed and that customer service continues to reign supreme.

About OnPage

OnPage is the industry leading HIPAA secure Incident Alert Management System. Built around the incident resolution lifecycle, OnPage's unique ALERT-UNTIL-READ feature continues for up to 8 hours and enables organizations to get the most out of their digitization investments. OnPage ensures that sensors and monitoring systems and people have a reliable means to escalate anomalies to the right person immediately.

OnPage's escalation policies, redundancies, and scheduling algorithms ensure that a critical message is never missed. Infinitely more reliable and secure than emails, text messages and phone calls combined, OnPage reduces incident resolution time by automating the notification process, reducing human errors, thereby improving productivity and advancing the digital operations of your business.

Whether to minimize IT infrastructure downtime, or to minimize response time of healthcare providers in life and death situations, organizations are relying on OnPage for all their secure, HIPAA compliant, critical messaging needs.

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