OnPage's Datto's Autotask PSA Integration Improves IT Workflows and Performance for MSPs

OnPage partners with Datto's Autotask PSA to convert tickets into intelligent alerts, reducing operating costs, improving response rates and SLA compliance.

WALTHAM, MA, UNITED STATES, December 4, 2018 /EINPresswire.com/ -- OnPage, the industry's [leading incident alert management system](#) today announced a new integration with Datto's world-class [IT business management platform](#). For the first time, managed service providers (MSPs) can take advantage of a unified view between Autotask ticketing and incident alert activities and workflows. The integration leverages the platform's advanced ticketing capabilities by converting service tickets into intelligent alerts, all under one user interface.

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> *OnPage CEO Judit Sharon*

The integration was a response to a growing number of Datto customers requesting a solution that would add alert management to Datto's Autotask PSA capabilities. Using the solution's powerful API, OnPage enabled the entire alerting process to become an integral part of its service desk. MSP teams can now create workflows for alerts to be sent automatically to the person on-call based on customizable incident and ticket criteria. This automation ensures that ticketing procedures are followed consistently. In addition, manual transcription errors are minimized and the time between ticket creation and incident response is reduced.

With OnPage's ALERT-UNTIL-READ technology, MSPs can now program alert escalation so that if the first team member on the alert list does not respond within the designated time frame, the alert escalates to the next team member, ensuring that alerts get a quick response and are not missed. The bi-directional integration gives managers access to audit trails of every notification sent out through Autotask, providing visibility into ticket progress and status in real time. The data is also of critical value for post-incident reporting and analysis.

"The partnership with Datto allows us to combine our strengths and provide MSPs with complete control over the incident resolution lifecycle, helping them reduce time to response and maintain SLAs, all while using a familiar interface," said OnPage CEO Judit Sharon. "Through the integration with Datto's Autotask PSA, OnPage is realizing its mission to help customers streamline operations, keep employees motivated and grow their businesses."

"As a leading MSP, we pride ourselves on delivering amazing service," said Scott Gingold, president of [Lehigh Valley Technology Company.](#) "OnPage's integration with Datto's Autotask PSA helps us tackle incidents even more efficiently by eliminating the need for on-call phones and

other costly, cumbersome systems."

"Seamless incident alert management is crucial for MSPs," said Rhonda Hain, manager of industry alliances at Datto. "The integration between Datto's Autotask PSA and OnPage delivers incident alert management all within the same pane of glass that MSPs use to manage their business through our PSA solution."

About OnPage

OnPage's award-winning incident alert management system for MSP professionals provides the industry's only ALERT-UNTIL-READ notification capabilities. Built around the incident resolution lifecycle, OnPage helps MSPs and their clients get the most out of their digital investments, ensuring that sensors, monitoring systems, and people have a reliable way to escalate critical alerts to the right person immediately.

OnPage's escalation, redundancy, and scheduling features ensure that a critical message is never missed. Infinitely more reliable and secure than emails, text messages and phone calls, OnPage shrinks incident resolution time by automating the notification process, reducing human errors and streamlining operations. As part of IT service management, the solution tracks alert delivery, ticket status, and responses, delivering complete audit trail reporting during and after each incident. OnPage is fully integrated with ConnectWise Manage, Datto Autotask and ServiceNow, allowing teams to initiate and manage alerts and escalation teams from any ticketing platform.

MSPs rely on OnPage to streamline operations, keep their teams motivated, reduce costs, and add new revenue streams to grow their businesses. For more information, visit www.onpage.com or contact the company at marketing@onpagecorp.com or at (781) 916-0040.

About Datto

As the world's leading provider of IT solutions delivered by Managed Service Providers (MSPs), Datto believes there is no limit to what small and medium businesses can achieve with the right technology. Datto offers business continuity and disaster recovery, networking, business management, and file backup and sync solutions, and has created a one-of-a-kind ecosystem of partners that provide Datto solutions to half a million businesses across more than 130 countries. Since its founding in 2007, Datto has earned hundreds of awards for its rapid growth, product excellence, superior technical support, and for fostering an outstanding workplace. With global headquarters in Norwalk, Connecticut, Datto has international offices in the United Kingdom, Netherlands, Denmark, Germany, Canada, Australia, China, and Singapore. Learn more at datto.com.

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