ONPAGE EMPOWERS DYNAMIC NETWORK SOLUTIONS

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WITH BULLET PROOF INCIDENT MANAGEMENT

ABOUT DNS

Dynamic Network Solutions (DNS) is a boutique MSP. The company is located and serves client needs in Florida and the greater Washington D.C. area. DNS' clients range from education to nonprofits to insurance companies. DNS' services all levels of technology for its clients. These technologies include assorted platforms ranging from servers to HVAC systems to access control systems. Their mantra is 'if it plugs in and turns on, we can take care of it.'

BUSINESS SITUATION

In a highly competitive MSP market, providers like DNS are increasingly asked to operate 24 hours a day, 7 days per week. Clients want to ensure that if things like hosted solutions, building systems, networks or internet are down at any hour of the day or night, DNS will immediately work to bring the system back up.

DNS was largely able to manage customer needs during regular business hours. However, without a solution to manage afterhours alerting, the company had to use a convoluted work-around system for reaching on-call technicians.

In following their legacy afterhours process, DNS was also pushed very close to their maximum time limit for SLAs. For most instances, their SLA required a response in under 60 minutes. However, in using their legacy system, it often took as long as 45 minutes before a ConnectWise ticket was in the hands of a MSP.

SOLUTION

After reviewing the costs and problems their legacy solution was causing for their SLAs and budget, DNS turned to OnPage to solve their needs for afterhours alerting when customers' technologies failed.

PRODUCT

OnPage – Incident Management for MSPs

BENEFITS

- Reduce response time
- Reduced labor costs
- Resolve customer issues before they ever notice a problem
- Increased customer loyalty

DNS prides itself in providing the highest quality customer service. The company works extensively with their customers to manage clients' various needs and provide them with significant training to avoid unwanted incidents. DNS has many points of touch with their clients in order to ensure great service and ensure networks and technologies are always running.

Sam Chawkat, Chief Operating Officer at DNS, however saw that their legacy workflow for managing afterhours incidents with hurting the quality of customer service. According to Sam:

"We put a lot of the burden on the customer. That was not the correct way to handle it from a customer service perspective"

The customers had to use a separate afterhours phone number or a separate afterhours email to request assistance. Not only did this increase the level of confusion for the customer, it made it also required a lot of overhead and management on the part of DNS to effectively manage the customer's need.

This legacy system required both a manager and technician to be on-call during afterhours. A manager was needed to ensure the tickets went to the right engineer and the engineer was needed to handle the specific incident. This led to DNS having to shoulder extra labor costs.
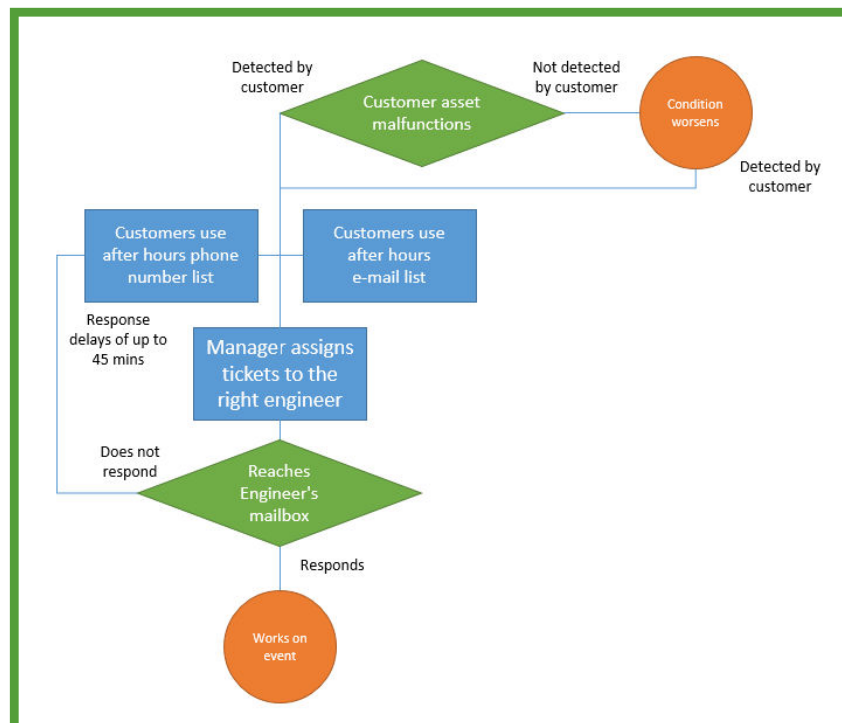
Their system also led them in many cases to approach the point at which they were violating their SLAs. Frequently, their SLAs require them to respond to a customer issue within 60 minutes. However, given the time it took for them to receive an alert to an issue, it frequently took as much as 45 minutes if not more to respond to an event.

Realizing the need to have a more effective 24/7 policy to monitor and repair the technologies they managed, DNS realized they needed to improve their legacy process. They couldn't risk the possibility of violating SLAs or hurting their interactions with customers. As such, DNS purchased the OnPage Incident Management System to integrate with their existing ConnectWise Manage platform. This enabled DNS to reduce their operating costs and minimize the logistical challenges they were facing.

MANAGING CUSTOMER OUTAGES

Today, there are two ways in which DNS manages customers' after-hours technology outages.

In the first scenario, a customer will call an after-hours number, leave a voicemail which is automatically transcribed, into a ConnectWise ticket. The ConnectWise ticket is then automatically created based on the customer issue and priority of the incident. Finally, an OnPage alert is dispatched to the on-call MSP if the incident meets pre-determined triggers.

The second, and vastly more frequent scenario, is one in which DNS is apprised of a problem through network monitoring solutions. These network monitoring solutions run 24/7 and ensure client systems are up and running. In the instance that a client's technology fails, the monitoring system will immediately send an email to ConnectWise which, in turn, builds a ticket based on the customer and priority.
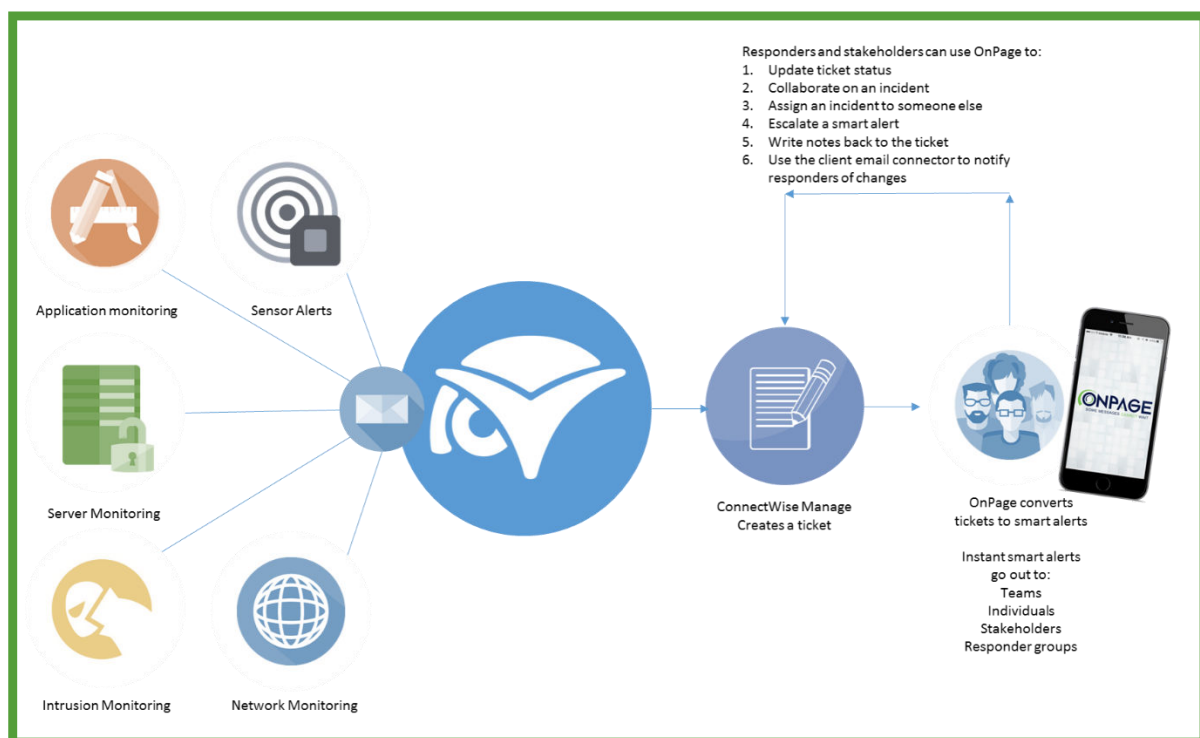
With the ConnectWise-OnPage integration, DNS has improved its SLA by almost 90%. This represents a significant decrease in Mean Time Till Response. Their response time to SLAs has gone from 45 minutes to 5 minutes."

Additionally, a lot of issues are resolved before the customer ever realizes there is a problem. This workflow and responsiveness on the part of DNS to customer needs makes the company much sticker and important to keeping clients' technologies up and running.

According to Sam,

"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"

SUMMARY AND BENEFITS

By switching to OnPage, DNS has realized significant improvements in the management of its SLAs, decreasing its expenditures on after-hours labor and minimizing downtime of critical client infrastructures. The costs of using OnPage over their legacy system has allowed the company to cut their resource expenditures on labor by a third. This translates into DNS being able to save thousands of dollars a year. Since they only need an on-call engineer when an issue arises, there is no need to have the engineer constantly available.

Sam and his team are really happy with the OnPage solution. Adopting the system means they now can handle customers' need for 24/7 monitoring and service.

"OnPage was our quick fix to the problem of after hours on call support without blowing SLAs and having someone always watch things. Very easy to setup and the notifications will definitely wake a person up to get engaged. ...."

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.

FOR MORE INFORMATION

VISIT THE ONPAGE WEBSITE AT HTTP://WWW.ONPAGE.COM OR CALL US AT 781-916-0040.