OnSolve® IT Alerting:
Minimize Business Downtime and Accelerate Incident Response

ONSOLVE®

Delivering Confidence in a Crisis

Most organizations rely on network infrastructure to support business processes, so when it goes down, most likely so does your business. These unexpected IT disruptions can have a devastating impact. For example, the average outage at U.S. data centers lasts 60 minutes. At $8,851 per minute, the costs can add up quickly, to $500,000 or more.

To mitigate damages caused by such scenarios, it's vital to minimize dependency on your own internal IT environment for the delivery of critical communications. Ultimately, you need effective IT Alerting that integrates with your existing systems while maintaining its own operational independence.

The right solution will keep your business running smoothly while delivering measurable advantages, including:

- Reduced time to detect and respond to an incident

- Increased productivity

- Automated on-call outreach

- Documented records of response

- Lower costs by utilizing a single platform for all communications needs

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What Are the Challenges?

The pressure has never been greater to do more with less. Not surprisingly, resource allocation and budgeting are at the top of every IT manager's list. With less time and fewer staff, manual alerting solutions are both cumbersome and insufficient when it comes to incident identification and response.

This often leads to attempts to multi-task existing technology. For example, forcing a solution designed for emergency notification to act as a tool for IT incident alerts and escalations. Without the capability to monitor and integrate with key systems, these piecemeal solutions are ill-suited to meet the challenge.

Does any of this sound familiar?

• Cumbersome manual response processes

• Lengthy response times

• Network issue detection

• Lack of visibility into on-call staff and available incident response teams

• Difficulty conducting post- incident response audits

• Unhappy customers with unresolved issues

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Why OnSolve IT Alerting is Different

Integrated IT Alerting from OnSolve keeps critical systems operating at peak performance during both urgent and routine events. Not only does it improve response time to network events, but communications are enhanced and streamlined by virtue of automated notifications, customized remote management and interactive voice response. Overall project management is improved by intelligent notification technology. Secure communication prevents computing delays and facilitates rapid resolution.

Let's look at the methodology:

Decreasing time to resolve issues — Person-by-person or group-by-group escalation strategies minimize the time it takes to locate the right people to resolve an issue. By enabling rapid, targeted responses, systems are kept running smoothly.

Tracking and reporting alerts — Closed-loop communications provide detailed reports of who received the alerts, when and what responses were taken. This feedback loop ensures accountability and facilitates continuous process improvement.

Rapid integration with existing software — Holistic system coordination is achieved immediately and intuitively thanks to built-in compatibility. This makes for a seamless merge with leading platforms from HP®, IBM®, Microsoft®, BMC® and others.

Reliable staff contact — Leaders can reach personnel on their preferred device (regardless of carrier), including mobile phones, landlines, pagers and emails. Preferences can be set for different modalities depending on the day and time, so you're always in touch with just a tap.

OnSolve IT Alerting makes IT teams more efficient across all industries by supporting organizations that need to build and/or improve their incident response system. A large global financial firm has saved $2-$3 million over five years by using the OnSolve IT Alerting System.

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The Advantages of an Integrated
IT Alerting Solution

When you combine the power of OnSolve Critical Communications with your internal business systems, you go from disparate silos to one cohesive IT ecosystem. In a centralized solution they all feed into one another:

Service Now Integration

Strengthen your internal and external communications while enhancing collaboration. Quickly rally appropriate personnel. Keep all stakeholders informed, including impacted customers. Set rules to dictate workflows in particular situations, including automatic escalation hierarchies for staff.

On-Call Scheduling

Automatically assign specific staff to incidents via multi-modal alerts with actionable response options. Receive responses to assess availability and assist with ongoing assignments. Maintain full transparency with detailed reporting across departments for key personnel.

Workflow Automation

Combine information from multiple sources within each alert. Apply rules to adjust the alert, urgency and delivery during ongoing events. Automate repetitive processes. Trigger sophisticated and interactive workflows. Initiate interactions and custom processes when responding.

Three Top Benefits of
OnSolve IT Alerting

Confidently rely on these three advantages, every single time:

1 Activated response teams

Activated response teams: Send automated alerts to IT staff without human intervention or risk of human error. Reduce response times. Remove manual processes so teams can focus on other tasks.

2 Detailed reporting

Keep track of all events in progress, including steps and responsible parties. Achieve full response visibility via thorough audit trails. Use the reports to review and implement improvements for future incidents. Maintain and improve accountability across personnel.

3 Integrated capabilties

Dovetail with existing software and get started right away, right out of the box. Prevent the hassle of manual overrides and time-consuming patchwork.

Minimize Spending and Maximize Efficiency

Time is money when every minute counts. Integrated IT Alerting from OnSolve saves resources and speeds response time by reducing the number of enterprise tools required to achieve your objectives. With our award-winning Critical Communications system, you can reach everyone effectively during daily operations and incident response. Confidently leverage any feature you need, because they all work hand-in-hand. With OnSolve, recover faster and achieve better outcomes while strengthening your organizational resilience.

NASA implemented OnSolve IT Alerting to enhance and streamline their communications and improve response time to network events, in tandem with OAO Technology Solutions, the managed service provider that supports much of their computing infrastructure. According to NASA's engineering department, OnSolve has met all immediate challenges and is "keeping pace with OAO's continuing growth. In so many ways, it helps us deliver the quality of service our clients demand."

When Every Minute Counts™

We want to hear about your challenges. Contact us for more information on how we can help you expect the unexpected — and resolve it successfully.

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For more information, visit **OnSolve.com**