



## CUSTOMER STORY

# Large European Insurance Company Automates Mass Notifications with OnSolve

### Challenge

As one of the largest insurers in its country, this company provides just about every type of insurance. Continuity and trust are of great importance to the company, as well as to its customers. Their systems and sites must be available at all times. If they are compromised or threatened in any way, swift attention must be paid to return everything to working order.

To avoid lags and delays, the insurer used personnel from the control center, which had been in place since the time of large mainframe systems. Since systems are more automated these days, the team of 16 operators were spending most of their time monitoring the IT environment. In the case of a website crash or network lag, the control center operators would call technical engineers to find someone who could fix the problem.

At night, the task became a bit more complicated. The team would first check a spreadsheet list and determine who was on standby, and then start dialing. If the person didn't answer within a specified amount of time, a call would go out to the next person on the list. If a technician wasn't found quickly, the calls would be escalated to a manager.

To keep all hours covered by the control center required an excessively large team to make sure that every event, no matter how rare, was resolved quickly. The company needed a way to streamline the process.

## More effective

and efficient IT alerting and improved resolution times

## Significant cost savings

with automated mass notification

## Enhanced

data security, privacy and compliance



## Solution

The company chose OnSolve to work with its existing information technology service management (ITSM) system; alerts are delivered to a suitable technician via text, email or phone when signaled by the monitoring system. To make sure the system always reaches the right person with the alert, staff has been trained to use a customizable quick registration portal that allows users to keep their own profile information.

Installing the system took time and programming, and it was necessary to train staff to use the software. For initial training, lead members of the IT team traveled to London to work with OnSolve engineers. The actual installation was accomplished online with an engineer and shared screens, and the staff is happy with the results of the transition to OnSolve.

## Results

Now, incidents where technicians need to be notified only happen once or twice a day. Reducing the control center staff made sense, resulting in significant savings. A much smaller staff is still on hand for regular work for just a few hours in the evening. For the night shift, a manager can work from home, receiving an alert when it's necessary to execute a specific action. The automated system makes the process more efficient as the system immediately sends an alert as soon as an event occurs – and never dials the wrong number.

### How the Company Benefits from OnSolve:

- **Ease of use** — Launching an alert is now automated, with escalation plans built into the system.
- **Power to the user** — Users are responsible for keeping their own contact and availability information current.
- **Data security with ISO 27001 and GDPR** — OnSolve hosts all personal insurance data in geographically dispersed, multiple-redundant data centers, meeting the highest standards for data security and privacy.

The client is pleased with the level of support, especially with the assistance provided by the OnSolve team all along the way. The insurer relies on multiple websites that have to be available around the clock, or they risk losing business. Even though the organization has incorporated as many as 25 technical departments while acquiring other companies, each with their own skills and on-call schedules, the new automated system works well.

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“Even though we’ve incorporated as many as 25 technical departments, each with its own skills and on-call schedules, the new automated alerting system works.”

— Monitoring specialist, IT infrastructure and operations monitoring and security

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