



“AlertOps would be recommended across the board.”

– Technical Support

Industry

Public University | Higher Education

Use Cases

- Maintaining SLA
- Noise-reduction & Reduced Escalation
- Incident Orchestration with 2-way Ticketing Integration
- Real-time Visibility, Reporting & Analytics

About

A large public State University in the United States of America.



AlertOps™ empowers your teams to resolve major incidents and automate real-time operations.

Higher Education Case Study

THE SITUATION

Helping Support Teams Manage Tickets & Meet SLA

After struggling to maintain SLA, a Public University needed a cloud-based enterprise IT Service Alerting solution capable of automating ticket handling while alerting field support technicians and allowing them to take assignment and manage tickets on-the-go.. AlertOps not only reduced manual processes, but helped their team automate ticket handling to consistently meet SLA,

“Compared to the previous semester we had very few escalation issues [after AlertOps].”

– Technical Support

PAIN POINT & RESOLUTION

Prior to AlertOps, a leading State University was struggling to get in touch with field techs and meet SLA. Their service desk would try to reach field techs but it was hit or miss, and they were struggling to hit their 5-7 minute SLA. The calls would come in to the service desk and the field team would never be dispatched. We would get messages like “I called and nobody came.” Tickets were falling through the cracks.

Soon after implementing AlertOps, “everyone loved it. The first thing that clicked was when those first calls came in. the Service Desk just had to put in the ticket and hit save. Entry is written into the ticket. Alert gets sent. Techs receive it. Hits assign button. They were getting to the classroom. Field Techs were happy because they were not getting yelled at... Compared to the fall, we had very few escalation issues.”

AlertOps provides real-time visibility to support teams and allows them to effectively respond to tickets to meet SLA.