



“It’s effective [and] we use it on a daily basis.”

– Major Incident Manager

Industry

Information Technology & Services

Use Cases

- Major Incident Management
- Customer Satisfaction
- Rich & Dynamic Messaging

About

This leading Global 500 IT Consulting company delivers a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions. With approximately 425,000 people serving clients in more than 120 countries.



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

THE SITUATION

Transforming the customer service experience

A Global 500 IT Consulting Company needed an enterprise-spec'd alerting solution capable of easily alerting multiple people across multiple teams, simultaneously and dynamically – with different messages, and methods, and at different times during an incident, all with a few clicks.

The flexibility of AlertOps gives their customers peace of mind that issues are being resolved, and keeps management in the know so that incident management and tech teams can handle incidents without interference.

PAIN POINT & RESOLUTION

“When a major incident occurs, getting everyone on a bridge to identify the issue, and develop recovery plans is the priority.” The company needs everyone to get an instant update on any device, to draw everyone’s attention, regardless of whether they happen to be traveling, in a meeting, or on a call. This Global 500 company relies on AlertOps to provide unique updates to customers, team members, and stakeholders as incidents occur—keeping everyone in the loop, and escalating incidents dynamically to manage major incidents. AlertOps empowers companies to collaborate at a global scale.