



MANAGED SERVICE PROVIDER CASE STUDY



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Director of Services
Leading Managed Service Provider

INTRODUCTION

A London based MSP needed a critical communications platform to support their work with a leading global provider of business-to-business conferences and events with 1,500 employees spread across six continents. The platform needed to be global, secure and able to track the receipt and completion of ticket items.

CHALLENGE

The MSP customer itself has around 150 employees spread across several sites in Europe and the Far East. Their client is even more globally spread with nine locations across six continents. This global spread presents a significant communications challenge in terms of delivery of critical messages and security.

The customer needed a critical communications platform that could guarantee delivery across multiple time zones and locations, with a number of different telecommunications carriers. Safe delivery of these messages was often critical to the availability of the client's core systems.

SOLUTION

The MSP customer deployed the Crises Control platform to support its client facing Service Desk, allowing the support team to send secure notifications about critical service issues that needed to be resolved urgently.

The multi-channel model of the platform, using e-mail, voice call, SMS and push notification, ensures that the message will always get through and generates an automatic audit trail of what messages have been sent, who has seen them and when, for performance indicator tracking.

What does Crises Control help you to do better or quicker?

We use Crises Control to provide communications support for our Service Desk operations for a number of clients because of its speed in delivering communications and its reliability. When we send a message via the platform we know exactly when it has arrived and who has acknowledged receipt of it. This is very valuable information for us.

Using the tool allows us to respond more quickly to our client's needs and resolve any issues that they have faster. It also allows them to communicate with us about any problems or questions that they have.

What value does the Crises Control platform bring to you?

We chose Crises Control for two reasons. The first was that they were very responsive to our needs when we were looking to purchase the tool and they seemed to be an agile company who would continue to innovate to develop and improve the platform.

The second was that they were able to provide a high level of reassurance to us about the security of their systems and their ability to comply with our data protection needs, including the GDPR.

As a company they invest heavily in areas such as data encryption, two-factor authentication and penetration testing.

How happy were you with the onboarding and training experience?

We were very impressed with the onboarding support that Crises Control gave us and the range of training options they provide. We took advantage of face-to-face training for our administrators and their online learning Academy options for the rest of our users.

What is the relationship like with the Crises Control account team?

We have a very close relationship with our Crises Control account team, which we appreciate as a Managed Service Provider ourselves. Like us they provide 24/7 support, which is really vital to a business like ours.



Crises Control is a critical incident notification and management platform, built around a core crisis communications tool that provides an emergency mass notification capability for critical events.

For more information:

visit: www.crisis-control.com or call us: **+44 (0)20 8584 1385** or email: contactus@crises-control.com

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