

The Best Performing Businesses Resolve IT Incidents Faster. Learn How from Hyperwallet.



“The faster that our team can be engaged, then the faster we can resolve an incident – and the happier our customers will ultimately be. If a solution can reduce the amount of time it takes people to get together, then it can improve an organization’s overall MTTR (Mean Time to Resolve). Everbridge IT Alerting is one of those solutions.”

Lloyd McMullen
Hyperwallet Systems, Inc.

WHO IS HYPERWALLET?

Hyperwallet is a San Francisco-based financial technology company that provides a global payout platform to enable localized, multi-currency distribution to just about anywhere in the world. No matter who is being paid, Hyperwallet has a solution that fits – whether earnings, commissions, or royalties.

The organization offers a range of unique payout options to ensure that payees get their money quickly, conveniently and transparently – wherever they are.

STRIVING TO DELIVER BEST IN CLASS DIGITAL USER EXPERIENCES!

For Hyperwallet, delivering an unreliable service is not an option. Because its payout solutions are available via a web and mobile platform, the company needs to pay attention to the quality of service that it delivers.

When something goes wrong with IT that could potentially have a negative impact on their end users’ digital experiences (and therefore on its business), Hyperwallet needs to act quickly.

THE CHALLENGES

To manage IT incidents that could potentially impact these applications, the organization’s incident management and operations team previously communicated and coordinated response activities solely via an internal messaging tool.

Although instant messaging and ChatOps are helpful tools for team collaboration, Hyperwallet recognized the limitation of these tools and needed to rely on a more predictable, repeatable and multi-contact path notification solution to support its incident management process.

Hyperwallet’s service delivery team sought to use an enterprise-grade IT notification and collaboration platform to minimize the impact of IT issues on the business. Such a solution would allow it to reduce the time needed to engage its IT resolvers to a minimum by providing the communication and collaboration capabilities required to resolve incidents faster.

WHY DID HYPERWALLET SELECT EVERBRIDGE IT ALERTING?

The organization originally considered building “something” in-house, but quickly realized it did not have the required resources and that it would create a distraction – pulling time and effort away from Hyperwallet’s core business. After reviewing other solutions, our organization found that Everbridge had the IT notification, communication and collaboration capabilities that we needed.

The organization implemented Everbridge’s IT Alerting solution to make the incident management process reliable and predictable, from notifying the right and most accountable resolvers, to ensuring collaboration on incident resolution. IT Alerting allows Hyperwallet to engage our IT response team within a few minutes, based on who’s on-call, at anytime and anywhere they might be. Since deployment, we have significantly improved our ability to quickly engage the right resolvers, which in turn, has helped reduce significantly the Mean Time to Resolve (MTTR). That makes the end user’s digital experience better, our customers happier and the business healthier.

WHY WE FEEL HYPERWALLET IS BECOMING EVEN MORE EFFICIENT

The Everbridge IT Alerting solution automates our targeted notification processes. When a major incident occurs, upon activation, the notifications automatically go out for a preset number of cycles. If the identified IT resolver, based on who’s on-call, doesn’t respond or is not available, then escalation automatically kicks in and contacts the next operator in line.

The ultimate value we are getting from IT Alerting is that our Incident Managers and Operators don’t have to spend time tracking people down to respond to an incident any longer – be it a customer-initiated issue, or something like a server

outage alert generated by our systems monitoring tools. Incident Managers and Operators can just click one button and the system does it all. The resolvers, the ones that are receiving the notifications, can join a conference bridge in one click. No need to send dial-in instructions and access codes anymore.

The faster that our team can be engaged, then the faster we can resolve an incident – and the happier our customers will ultimately be. If a solution can reduce the amount of time it takes people to get together, than it can improve an organization’s overall MTTR (Mean Time to Resolve).

Everbridge IT Alerting is one of those solutions.

HOW EASY WAS THE SET UP AND IMPLEMENTATION PROCESS?

IT Alerting was easy to setup and configure, as we did not have to provide any hardware or install any software. We realized, early on, that IT Alerting offered a lot of flexibility and provided us with a solution we could use to engage the right resolving teams when issues occur, reducing alert fatigue.

Everbridge worked hand-in-hand with us to provide support and knowledge throughout the implementation process. The company was always eager to help.

ANYTHING ELSE ON THE HORIZON WITH EVERBRIDGE?

Currently, we have rolled IT Alerting out to our technical teams – our resolvers. We’ll next be rolling IT Alerting out to the business side of our organization, so that those individuals, such as our executives, account managers and other customer-facing roles, can stay informed during the entire incident resolution process.

About Everbridge

Everbridge, Inc. (NASDAQ: EVBG), is a global software company that provides critical communications and enterprise safety applications that enable customers to automate and accelerate the process of keeping people safe and businesses running during critical events. Everbridge is based in Boston and Los Angeles with additional offices in San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.