Unifying Alerts & Notifications in IT
RedIron Technologies Inc.

Challenge

RedIron Canada, a Managed Services Provider (MSP), Retail Integrator, and Solutions Provider, that specializes in managing cloud-based systems across AWS, Azure, and Oracle. Their expertise in IT monitoring and managed services makes them a trusted partner for retail businesses across North America.

RedIron relied on traditional alert notification methods like email and SMS for their IT monitoring operations.
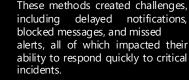
„SIGNL4 has revolutionized our IT alerting process. It's fast, reliable, and ensures critical incidents are addressed in real time. The ease of integration and outstanding support have made it an invaluable tool for our teams."

**Todd Ochsenbein,
CTO, RedIron**

These methods created challenges, including delayed notifications, blocked messages, and missed alerts, all of which impacted their ability to respond quickly to critical incidents.

With 24/7 operations supporting multiple customers and cloud environments, RedIron needed a modern, reliable solution for unified alert notifications that could optimize their incident management process and support team located in the US, Canada, and offshore.

Solution

RedIron has chosen SIGNL4, a mobile alerting solution for MSPs and IT monitoring, after discovering it through a Google search.

SIGNL4 stood out for its seamless integration, real-time push notifications, and dedicated support team that ensured a smooth onboarding process.

Today, RedIron uses SIGNL4 to unify and streamline alerts & notifications from various systems, including Oracle and their IT monitoring tools, Zendesk, and Jira. Key implementations include:

- Zendesk Integration: Critical tickets automatically generate push notifications sent to SIGNL4, ensuring immediate attention and resolution.

- Jira for Incident Management: Sev1 and Sev2 incidents are routed directly to the relevant team, improving efficiency and reducing response times.

By centralizing alerts & notifications, SIGNL4 empowers RedIron to deliver faster, more reliable incident resolution for their customers and internal operations.

Benefits

- **Unified IT Alert Management:** Consolidates notifications from monitoring platforms, ticketing systems, and other tools

- **Real-Time Mobile Notifications:** Push notifications ensure instant delivery and actionable responses.

- **Improved Team Efficiency:** Alerts are targeted, reducing noise and streamlining workflows for MSP teams.

- **Enhanced Incident Management:** Faster resolution of critical issues improves uptime and customer satisfaction.

- **Seamless Integration:** Quick and easy implementation with minimal technical overhead.

- **Reliable and scalable:** SIGNL4 scales with RedIron's operations, providing consistent support for their growing business.

CUSTOMER
RedIron, Canada
www.redirontech.com

INDUSTRY
Managed Services Provider and Retail Integrator

BUSINESS NEEDS
- Eliminate delayed notifications, blocked messages and missed alerts
- Ability to respond quickly to critical incidents
- Effectively manage 24x7 operations across different time zone
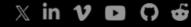- Seamlessly integrate with existing tools

BUSINESS BENEFITS
- Unified IT Alert Management
- Real-Time Mobile Notifications
- Improved Team Efficiency
- Enhanced Incident Management
- Seamless integration
- Reliable and scalable

LEARN MORE
www.signl4.com

CONTACT
Phone +1 (202) 4 700 885
Email info@signl4.com