Gift of Hope

Saving lives by ensuring uptime of mission-critical IT

"Enterprise Alert eliminates the 'human factor', i.e. any human latency, in critical alerting. It is unmatched when it comes to automation and deep-level integration."

David Young, IT Operations, Gift of Hope

Background

Gift of Hope Organ & Tissue Donor Network is a non-profit organ procurement organization that coordinates organ and tissue donation and provides public education on donation in Illinois and northwest Indiana. As one of 58 OPOs that make up the nation's donation system, Gift of Hope works with 180 hospitals and serves 12 million people in their donation service area. Since 1986, they have saved the lives of more than 23,000 organ transplant recipients and improved the lives of hundreds of thousands of tissue transplant recipients through their efforts.

Situation

Gift of Hope is committed to investing in delivering a ubiquitous, always-on IT experience to empower their life-saving services. IT operations are mission-critical and IT engineers only have minutes to act when something goes wrong. To respond faster to critical P1 IT incidents, Gift of Hope was looking for a robust yet flexible alerting product with audit trails, proof of alert delivery and acknowledgement. Seamless integration with ServiceNow was another mandatory key factor.

Solution

Derdack's Enterprise Alert® was selected as Gift of Hope's central IT alerting solution because it provides them with unique 2-way integration capabilities into their existing infrastructure for automating mobile access to critical alerts. It has become a key element for knowing ahead of time when critical IT systems experience issues. There are currently 8 people in IT that are reliably notified by push, text and voice in case action is required. When a P1 incident in ServiceNow is created, Enterprise Alert® automatically retrieves it in real-time and notifies IT engineers on duty. Built-in duty schedules ensure that the right people are notified at the right time, 24/7.

Enterprise Alert® is used in a hybrid IT setup, where the software itself runs on premise while the ticketing system (ServiceNow) as well as voice and SMS text communication systems reside in the cloud. It provides reliable, trackable mobile alerting with automated escalations. Gift of Hope is currently testing Enterprise Alert® for other non-IT departments to remove human latency from critical communication processes and to increase agility and responsiveness of operations teams.

Benefits

Thanks to Enterprise Alert®, downtimes and IT service interruptions have been minimized.
Gift of Hope enjoys a range of benefits:

1. Instant and reliable delivery of critical IT incident alerts to engineers and stakeholders
2. Empowers IT operations team to ensure IT SLAs
3. Open to future use cases in other departments like the testing lab or the organ transportation team

Client

Gift of Hope, USA

Industry

Healthcare

Business needs

- Robust alerting solution with audit trails
- Flexibility to meet granular alerting needs
- 2-way ServiceNow integration

Business benefits

- Reduced unexpected downtimes
- Robust and auditable incident alerting
- Flexible architecture allows for additional, non-IT scenarios

Learn more

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