



## Net at Work

### Effective mobile alerting for Icinga

#### Challenge

Net at Work, a German IT company with over 100 employees, provides innovative solutions and tools for digital communication and collaboration. Their solution NoSpamProxy offers reliable protection against spam and ransomware, legally compliant email encryption and more.

Icinga is known for its scalability and flexibility in monitoring complex, distributed systems. Despite the extensive monitoring capabilities, Icinga's conventional notification channels such as email and SMS were not effective enough to communicate IT issues in a timely and reliable manner. The employees were afraid of missing a critical alert.

#### Solution

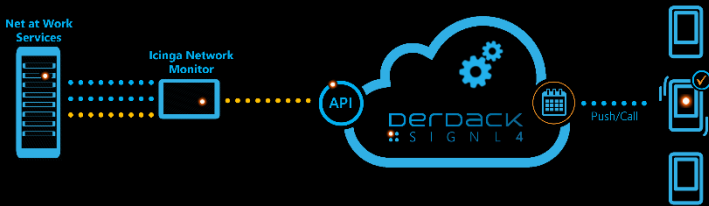
The critical necessity to always be able to act quickly underscored the urgency of a robust and reliable alarm solution that meets the specific requirements of Net at Work. While looking for a solution that complements Icinga and is quick and easy to integrate, they opted for SIGNAL4. Alerts are reliably sent to staff on-call, primarily via app push (with do-not-disturb override) and by voice call. If the person on duty does not respond within the predetermined time, the alert is being escalated to the manager. Staff can acknowledge and take ownership of critical incidents and set clear responsibilities. SIGNAL4's easy drag-and-drop duty scheduling in any browser proved to be a valuable feature. Upcoming shifts are additionally displayed in the mobile app for each employee. The integration of SIGNAL4 with Microsoft Teams is used by Net at Work for information exchange and to document procedures.

#### Benefits

By integrating SIGNAL4 with Icinga, Net At Work employees can send targeted alerts instantly to the right people at the right time. SIGNAL4 provides a "who-is-on-duty" – board and displays who acknowledged the alert.

SIGNAL4 enables mobile notifications via app push, SMS email and call. Notification patterns can be configured individually. This ensures that the team is reliably informed about critical incidents and can act immediately and efficiently. Knowing they will be woken up reliably when incidents occur, employees can sleep soundly in emergencies.

Net at Work particularly appreciates SIGNAL4's extensive degree of automation supported by APIs and automated alert routing based on the on-call schedule, as well as the seamless integration into Icinga and Microsoft Teams.



*„Thanks to SIGNAL4, we are able to provide secure 24x7 operations for our customers. It fits 100% into our systems and does exactly what it's supposed. Due to the fast and competent support we're feeling confident that we made the right decision with SIGNAL4.“*

**Stefan Cink, Business Unit Manager NoSpamProxy**

Net at Work customers are using it as a SaaS solution, which is being monitored with the network monitoring software Icinga.

They wanted to be able to respond quickly and effectively to critical incidents at any time, especially outside of business hours.

#### CUSTOMER

Net at Work, Germany

#### INDUSTRY

IT Service Provider

#### BUSINESS NEEDS

- Reliable alerting instead of simple SMS or email
- Acknowledgment of alerts
- Easy integration with Icinga
- Overview of on-call duty
- Tracking of troubleshooting in the mobile app

#### BUSINESS BENEFITS

- Reliable alerting at any time
- Easy duty scheduling
- High level of automation
- Transparency in troubleshooting

#### LEARN MORE

[www.signal4.com](http://www.signal4.com)

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