

# ilert Incident Management Platform: An end-to-end solution for MSPs and IT Departments

A seamless and powerful addition to **Datto Autotask PSA**



## The Rising Cost of Downtime

IT downtime is increasingly costly for companies, and there are a few culprits to blame: businesses' deepening reliance on IT systems, the demands of customers expecting 24/7 service availability, the complexity of IT systems, a surge in cyberattacks, and many more.

But the fallout goes beyond just the immediate monetary losses. It extends to longer-lasting consequences like loss of customer trust and damage to reputation. Despite the best preventive measures, IT incidents remain inevitable due to human errors, hardware failures, and frequent system updates.

Recent research shows that one out of every five organizations has reported a significant outage in the last three years, resulting in substantial financial losses, harm to their reputation, compliance violations, and fatalities in extreme instances.



## Incident Management Toolbox

ilert is an all-in-one SaaS platform with various features for incident alerting and escalation, on-call management, call routing, and internal and external communication. It is built with deep knowledge of operational complexities and challenges companies face during downtimes. With ilert, MSPs can use a single application to cover the entire incident response – from prompt acknowledgment to learnings after resolution.

## Datto Autotask PSA and ilert

ilert has built-in integration for Autotask PSA. By connecting Autotask PSA with ilert, organizations can streamline their response to issues, ensure timely incident resolution, and improve overall service quality. With this integration, users can turn Autotask tickets into alerts and get notified via various channels or automate incident workflow by creating tickets in Autotask when an incident occurs.

## Read more here

[→Try ilert for free!](#)

[→How to create actionable alerts from Autotask PSA tickets?](#)

[→How to automatically create an Autotask PSA ticket from an alert?](#)

## Capabilities

### Alerting

Worldwide bi-directional SMS and voice alerts, iOS and Android app notifications, straightforward alert actions without the need to log in to the app – all these ensure the right people are informed as quickly as possible.

### Call Routing

Establish your hotline for on-call teams. You can personalize the greeting message, ask callers for PIN codes, use multi-language IVR menus, and route calls based on the callers' input. Phone numbers are available from over 50 countries.

### Easy to Implement

Set up your incident response system in a few steps, or use the ilert migration tool to transfer data from other tools.

### MS Teams and Slack connection

Orchestrate the incident response without leaving Slack or Microsoft Teams.

## ilert Security and Compliance Commitment

- ✓ Full GDPR compliance and appointed Data Protection Officer
- ✓ ISO 27001 certification
- ✓ Subprocessors with data centers in the EU
- ✓ Secure infrastructure with a primary data center in the Frankfurt AWS region
- ✓ Reliable communication with multiple Telco providers
- ✓ Regular penetration tests

### Incident Communication

Provide your team members and stakeholders with real-time status updates. And implement status pages to keep your clients informed.

### On-call management

Implement flexible on-call calendars to define on-call schedules with rotations. Overrides can be done on the fly from the mobile app.

### User-friendly Interface

Ease the mastering of a new tool for your team and concentrate on your business uptime and stability.

### Competitive Pricing

Choose wisely and evaluate the expenses for your business growth.