

On-Call Management

Manage on-call schedules, alerts, and escalation workflows to ensure rapid response to incidents and maintain service availability.

SKU	IT-ITOM-ONC
Solution area	IT Service Delivery
Works with	Incident Management, Service Desk & Request Portal, Configuration Management (CMDB), Service Level Management (SLAs), Knowledge Management
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Datasheet	v1.0

What it is

On-Call Management is the process of scheduling, notifying, and coordinating personnel responsible for responding to incidents and service disruptions. It ensures that the right people are available and alerted to address issues quickly, minimizing downtime and impact.

SmartSuite's On-Call Management software provides a structured, scalable system to manage on-call schedules, alerts, and escalation workflows across your organization. It enables teams to coordinate incident response efficiently and ensure coverage across critical systems and services.

Organizations can define on-call rotations, assign responsibilities, and ensure that incidents are routed to the appropriate individuals or teams in real time.

Core capabilities

On-Call Scheduling & Rotations

Define schedules, rotations, and coverage across teams and time zones.

Alert Routing & Notification

Automatically route alerts to the appropriate on-call personnel.

Escalation Management

Define escalation paths to ensure issues are addressed if initial responders are unavailable.

Real-Time Coverage Visibility

View current on-call coverage and availability across teams.

Multi-Channel Notifications

Deliver alerts via email, SMS, and integrated communication tools.

Incident Integration

Connect alerts directly to incident management workflows.

SLA & Response Tracking

Monitor response times and ensure service commitments are met.

Automation & Workflow Integration

Automate alerting, escalation, and coordination processes.

Role-Based Access Control

Ensure secure access to schedules and response workflows.

The On-Call Lifecycle

Step 1 Define Schedules Create on-call rotations and assign coverage.	Step 2 Monitor Systems & Alerts Receive alerts from monitoring and operational systems.	Step 3 Notify & Escalate Route alerts to on-call personnel and escalate as needed.	Step 4 Respond & Resolve Teams address incidents and restore services.	Step 5 Analyze & Improve Review response performance and optimize coverage.
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Who it is for

IT Operations Lead Ensures coverage and response across systems and services.	SRE / DevOps Engineer Handles incident response and system reliability.	Service Desk Manager Coordinates escalation and response workflows.
Security Operations Team Responds to security-related alerts.	Infrastructure Teams Manage system-level incidents and outages.	Executive Leadership Monitors uptime and response performance.

Works with

Incident Management Triggers alerts and coordinates response workflows.	Service Desk & Request Portal Escalates critical tickets to on-call teams.
Configuration Management (CMDB) Provides system ownership and context.	Service Level Management (SLAs) Tracks response times and SLA performance.
Knowledge Management Supports faster resolution through documented solutions.	

Built differently. On-Call Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of On-Call Management configured for your organization, or read the full product entry at smartsuite.com/products/on-call-management.

Schedule a demo