

## CASE STUDY



Companies House

### ORGANIZATION:

Companies House  
<https://www.gov.uk/government/organisations/companies-house>

Companies House is a British governmental organization that handles businesses registration across the whole United Kingdom

### INDUSTRY:

Government

### CHALLENGE:

Being a fairly large organization with four regional offices, Companies House needed a reliable way of delivering notifications to all staff

### SOLUTION:

DeskAlerts system was set up in all satellite offices, with the IT department representatives selected as software admins.

### BENEFITS:

With DeskAlerts notifications in place, Company House got a reliable channel of cascading notifications down to satellite offices, informing employees about various office issues, thus decreasing the load on a tech support and improving their internal workflow.

**DESKALERTS**  
INTERNAL COMMUNICATIONS SOLUTION

Web site: <http://www.deskalerts.com>  
E-mail: [sales@deskalerts.com](mailto:sales@deskalerts.com)

"DeskAlerts is used at Companies House to cascade information relating to mainly IT System issues. However, on occasions it is also used to cascade other information relating to specific regional satellite office issues (e.g. telephony, fire alarm activation etc).

DeskAlerts has certainly improved communications across the whole organization. Prior to using DeskAlerts, it was difficult to ensure information was delivered to all staff working in satellite offices.

DeskAlerts has proved to be the perfect communications tool. The application is especially useful for delivering information to selected teams or indeed specific sites.

At present I don't feel there are any features missing from DeskAlerts as it fully meets our requirements."

***Alun Gerard,***  
***BCD Problem Manager***