

CASE STUDY



ORGANIZATION:

Hopital Fribourgeois
<https://www.fr.ch/hfr/fr/pub/lhfr/sitehosp/fribourg.htm>

HFR Fribourg - Cantonal Hospital plays a vital role in the training of medical reports and care

INDUSTRY:

Government

CHALLENGE:

Company needed to ease their communication to all of their users for every service interruption and/or quick and important communication.

SOLUTION:

The information and news delivery is much better now with the push mode.

BENEFITS:

Time to prepare and deliver messages to our users has improved.

What were the results of working with DeskAlerts?

Mitigated. Some complains about the “intrusive” way of communicating. Certainly the same people who complained about not receiving the right information early enough.

If a potential client was on the fence about whether to work with DeskAlerts or not, what would you say to them?

Any communication to a large group of users must be well prepared. A tool like DeskAlerts will ease the publication and will give you the flexibility to interact with the message to communicate and send just before is it delivered to the consumer.

Philippe Kilchoer

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

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