

CASE STUDY

FUJIFILM

ORGANIZATION:

Fujifilm Australia
<http://www.fujifilm.com/>

Fujifilm is a Japanese multinational photography and imaging company headquartered in Tokyo, employing more than 70000 employees worldwide

INDUSTRY:

Document solutions, digital imaging

CHALLENGE:

Fujifilm Australia needed a way to inform their in-store labs within retail sites spread across Australia and New Zealand, effectively notifying them of upcoming updates or issues.

SOLUTION:

DeskAlerts solution was set up globally for Australian retail sites and is currently used by Technical Services and Support divisions.

BENEFITS:

Use of DeskAlerts notification system has dramatically improved the communication to the stores and reduced the incoming support calls because relevant information was proactively pushed to the sites.

DeskAlerts notification tool was a perfect choice for a company in a need of centralized alerting solution spread across various locations in Australia and New Zealand. The benefits from reduced amount of support calls have exceeded the expectations.

DeskAlerts notification solution has become a part of Fujifilm Australia communication strategy.

"We were seeking a desktop notification tool that could be branded, easy to use and centrally managed. DeskAlerts ticked these boxes and more. It's a great tool that fills an important requirement and helps improve communication."

Arash Rostami,
Solution Delivery Manager

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

Web site: <http://www.deskalerts.com>
E-mail: sales@deskalerts.com