KRKA

ORGANIZATION:

KRKA, d.d.
http://www.krka.biz/

KRKA is an international generic pharmaceutical company with headquarters in Slovenia.

KRKA is selling their products to more than 70 countries around the globe.

INDUSTRY:

Pharmaceutical

CHALLENGE:

Informing the employees and manufacturing line operators about system failures, system maintenance, system upgrades or other important events.

Some of the recipients were using Terminals, others were inside the company's intranet.

SOLUTION:

DeskAlerts software was integrated with the KRKA intranet and the usage of its alerts has helped to decrease a number of calls to the tech support department.

BENEFITS:

KRKA employees are now always informed about the critical events and

this is making their work more effective.

KRKA about DeskAlerts:

"Mostly we use DeskAlerts for fast notification of all users in production, who are currently working on computer. We have several information systems, where from time to time we need to perform some maintenance tasks. Before DeskAlerts we needed 2-3 hours to check that everybody has been informed about maintenance (emails, calling, …) and this involved 4-5 persons.

Next usage is informing employees about special situations, related to specific building, area, … . Before we had to send 2-3 persons to walk through offices and share information to everybody, now we simply inform them by using DeskAlerts (easy 1 hour is lost).

Next with DeskAlerts we make sure that also persons, who have not been in company during some events, are informed and can react when they come back to office Example is upgrade of client, which should be performed asap due to security or other reason. For this I cannot even measure how beneficial this is for us.

Other less time/money saving but highly important to prevent later Quality issues is for example informing end users in production if QA detects that some equipment is not OK or some working place has to be stopped immediately. With DeskAlerts we can very fast react and prevent possible contamination of product. This can sometimes mean saving several 1000 €."

Sebastijan Kos, MES Project manager
for implementation of PAS-X product

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

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