

## CASE STUDY

### ORGANIZATION:

Peterborough and Stamford Hospitals  
<https://www.peterboroughandstamford.nhs.uk>

Peterborough and Stamford Hospitals NHS Trust is a part of global UK Healthcare system, employing more than 4000 employees across two sites.

### INDUSTRY:

Healthcare

### CHALLENGE:

Peterborough and Stamford Hospitals were in need for some notification system to back up email messaging while moving the hospital services to a new building.

### SOLUTION:

The DeskAlerts notification system shown itself as a cost-efficient solution, providing all functionality required to keep employees informed

### BENEFITS:

While providing all functions required by the company, DeskAlerts system was easy to deploy and maintain, had no negative impact on end users' workstations performance and proved itself to be a really cost-efficient solution in the limited funds situation.

**DESKALERTS**  
INTERNAL COMMUNICATIONS SOLUTION

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

During 2010 Peterborough & Stamford Hospitals moved from three old outdated buildings into a state-of-the-art new building. During the move we had to ensure that there was an effective and robust way of communicating to the trust of any issues, which, at the time, we only had email. The ability to provide instant messages quickly and easily was essential to helping manage the safe transfer of 600 patients and approximately 3,500 staff to our new hospital. We had limited funds, so we choose DeskAlerts to provide a cost-effective solution.

We also asked DeskAlerts to create a template message for us that contains our organisation's logo and colours which was done as part of the package. Leading up to the hospital move, we deployed DeskAlerts to every PC and used it initially to message staff about system outages. During the move it was used to notify when certain systems were being moved and also any Organisation specific issues that the move generated. It proved invaluable to keep staff informed in "real time".

Today, we have been using Desk Alerts for 5 years and find the product very easy to use and works excellently. The client that resides on the PC is small and does not cause any conflict, upgrades to servers and clients are very easy to undertake and the Desk Alerts support team are contactable very quickly if any problems occur (during the 5 years we have not had a single major Desk Alert problem, contact has been only for a new feature request or for some advice).

It is now our main communications system that is used for urgent messaging to all staff.

***Lee Loades, NHS representative***