

CASE STUDY



ORGANIZATION:

Masanutten Resort
<http://www.resortscpanies.com>

All-season adventure resort is 10.5 miles away from George Washington and Jefferson national forest.

INDUSTRY:

Hospitality

CHALLENGE:

Company needed to find an efficient way to communicate with their user base across multiple networks

SOLUTION:

By implementing DeskAlerts, company gained a tool at their disposal to instantly inform the user community about any types of events.

BENEFITS:

DeskAlerts was easy to configure and deploy. Ease of use and delivery guarantee has helped to decrease the helpdesk call volume in the events of network outages and provided the ability to notify certain groups of users about upcoming events.

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

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

I have a tool at my disposal that allows me to instantly inform the user community of any event.

Our user community remains informed of everything that might affect performance of their job when using a computer or network device.

We have developed a series of integrations with DeskAlerts and development team has been superb in guiding us to maximize our potential.

DeskAlerts is a great tool that will definitely improve your communication strategy to users as well as allow you to do many other functions to delivery great service to your organization in terms of enterprise-wide communications.

Juan C Rosique
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Corporate Information Technology