

CASE STUDY



ORGANIZATION:

St George's, University of London
<http://www.sgul.ac.uk/>

St George's, University of London is the UK's only university dedicated to medical and health sciences education, training and research.

INDUSTRY:

Education & Healthcare

CHALLENGE:

As many other companies, University needed a dedicated channel to reduce overload of helpdesk.

SOLUTION:

University uses DeskAlerts to give customers updates regarding IT services.

BENEFITS:

DeskAlerts preempts unnecessary helpdesk calls by keeping all customers informed.

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

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

"DeskAlerts is vital component of our customer communication strategy.

Central IT department of the university uses DeskAlerts. It preempts unnecessary helpdesk calls by keeping our customers informed and is quick and easy to setup, use and deploy.

DeskAlerts makes it easy to tailor notifications to our requirements and represents a great value for money.

I highly recommend DeskAlerts to anyone looking for a way to improve their communication strategy and customers experience."

**Valente Panattoni,
Senior Desktop Support Analyst**