March 22, 2016 was a day of terror in Belgium, when the hospitals had to operate in the state of emergency. In the event of phone communications being down, having a secondary messaging channel provided necessary means for hospital management and employees to handle the situation.

"Shortly after the explosion, hospital was in alert state and internal phone network became overloaded. We have used DeskAlerts to lower the number of internal calls. When the external phone network went down, we used DeskAlerts to notify the employees about switching to SMS messaging. After the bomb alerts occured again, we used DeskAlerts to notify employees about police with sniffer dogs operating in our units...
Without DeskAlerts, this day would be much harder to manage."

Geoffrey Collet, Application Administrative