

CASE STUDY



ORGANIZATION:

Topdanmark
<http://www.topdanmark.com>

Topdanmark is the second largest insurance company in Denmark.

INDUSTRY:

Insurance

CHALLENGE:

Company was looking for a reliable notification channel to use in case of outages and maintenance activities

SOLUTION:

Company deployed DeskAlerts software and uses scrolling ticker messages to inform their employees about system outages or other important events impacting the work process.

BENEFITS:

Having a notification system in place helps to mitigate the helpdesk overload by informing the workforce in a timely manner.

Our main usage of DeskAlerts is to broadcast system information to our users. On several locations around our building we have information monitors positioned where we broadcast system alerts and/or news in case of system breakdowns or other important information that affects our people's daily work.

It has helped the IT department to communicate system-related information to all our users in a fast way, which has eased the workload of our helpdesk a lot during the system failures.

Bo B. Jørgensen
Service Desk

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

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