UNIVERSITY OF Southampton

ORGANIZATION:

University of Southampton
http://www.southampton.ac.uk/

Southampton is ranked among
the top 1% of global universities
and a founder member of
the prestigious Russell Group.

INDUSTRY:

Higher Education

CHALLENGE:

University identified a massive gap in
service provision and looked around
for products that filled that need.

SOLUTION:

Before DeskAlerts, University didn't
have any relaible way of quickly
getting message out to targeted
groups of users.

BENEFITS:

The Statistics module has allowed
University to provide reports to the
message owners about
the penetration of their message.

In order to make sure that users
don't get "message fatigue" we only
use DeskAlerts for "emergency only"
messages - in other words for
short-notice core infrastructure
failures,for targeted issues that affect
specific groups of users or rooms, or
for quick spreading malware attacks.

We tend not to use it for "informational"
messages simply so that users get
used to the fact that if a DeskAlert
appears they know it's something
important and directly relevant to them
and they should read it.
It's certainly a very cost-effective
solution.

Nick Williams

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION