

CASE STUDY



ORGANIZATION:

Université catholique de Louvain: UCL
<http://www.uclouvain.be/>

Belgium's largest French-speaking university.

INDUSTRY:

Education

CHALLENGE:

The university needed a dedicated channel to deliver important messages from central services like IT to the whole organization. The homemade solution was introduced, but it did lack some essential features.

SOLUTION:

DeskAlerts software succeeded the homemade solution and provided the missing capabilities of detailed reporting, policy delegation and others

BENEFITS:

Customer experience is enhanced by receiving better shaped messages with a professional layout.

Reporting included in the software helps us to know better who received the message or not, helping to ensure that everyone within the institution receive appropriate emergency messages. Rich text interface enables to better customize the notification content.

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

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

We use DeskAlerts as our main direct and urgent messaging system. We use it to send information about general outages (IT and Non-IT), planned and unplanned. We had an homemade popup system before but it was lacking in design, reporting and delegation capabilities.

The IT department of the Cliniques universitaires Saint-Luc, located in Brussels, Belgium, choosed DeskAlerts as their new instant alert mechanism.

DeskAlerts thanks to customize skins, text format and media embedding, gives a better understanding of the message sent. The policy based rules allows a wider usage of DeskAlerts by delegating some sending capabilities to other department without losing control and denying misuses.

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