Henry Ford Community College

ORGANIZATION:
Henry Ford Community College (HFCC),
www.hfcc.edu

INDUSTRY:
Education

CHALLENGE:
HFCC had been using e-mail and SMS systems to notify students and employees. It was problematic in a class room environment, where students and teachers often turn off their cell phones in order to keep from disrupting the class. E-mail didn't really address the problem, as it was dependent on recipients opening their e-mail client to see the message, and there was no guarantee that would happen in a timely manner.

SOLUTION:
DeskAlerts was chosen as a computer based notification system, the best way to get notifications out to the largest number of people in the fastest time. DeskAlerts is deployed to every employee workstation and student computer on campus as part of a mandatory application installation.

BENEFITS:
A real benefit is in the way it provides notification. HFCC can compose an alert, and broadcast it out to close to 2000, or any combination of those 2000, college workstations in a matter of a few minutes.

The main criteria for HFCC were the cost, the range of features, ease of deployment.

"DeskAlerts had no real competitors. We actually got everything we wanted in the system and more…"

Joe Zitnik

Most employees are on a computer all day, student classes involve computers, almost every classroom has at least one instructor PC. In addition, the college has several computer labs on campus.

"We deployed to over 500 administrative computers in a morning, and to all of our student computers over a school break."

Just like in many organizations, most people at the college are glued to a PC all day. They may ignore phones ringing, and they may not choose to open their e-mail for hours at a time,

but a notification screen popping up in their desktop work space is IMPOSSIBLE TO IGNORE.

"We are completely happy with the product as it is."

Joe Zitnik

DESKALERTS
ANY CONTENT. ANY NETWORK.

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