



INDUSTRY: Government

THE COMPANY

The government offices in the City of Lenexa, KS provide a variety of services aimed at improving the quality of life for town residents, local businesses, and other members of the community. For more information about the agency, visit the Lenexa, KS Web site at www.ci.lenexa.ks.us.

THE CHALLENGE

Like most government agencies, the City of Lenexa needed a reliable and affordable way to ensure accurate, instantaneous communication among its various departments at all times, particularly when emergency situations arise. Email had proven to be highly ineffective for rapidly sharing information, as high traffic could potentially delay message delivery, and critical correspondence was often overlooked in crowded inboxes. Additionally, as the city's IT department learned first-hand, their email system lacked a secure back up plan in the event of a server failure.

"We needed the ability to instantly notify city staff when emergencies occur," said Dan Harless, IT Manager at Lenexa's City Hall. *"Email simply wasn't working for us. When our internal servers were down, we had to rely on phones to contact city employees – a process that was both slow and time-consuming."*

THE SOLUTION

The IT team realized they needed to implement a fully-automated state-of-the-art alert system. The organization chose DeskAlerts, a powerful desktop notification solution that enables faster, more effective, and more cost-efficient communication. DeskAlerts offered the broad range of features the city needed to meet its critical communication requirements, as well as the flexibility to allow for customization, so alerts could be set up and distributed in the most appropriate way.

"DeskAlerts makes it easy for us to design, send, and manage all of our alerts," Harless added. *"When something important happens, we can let our employees know – right away, without delay. And, the survey capabilities are great too, because they allow us to distribute questions and get the answers we need, quickly and effortlessly."*

DeskAlerts

CASE STUDY

THE RESULTS

With DeskAlerts, the City of Lenexa can immediately inform staff when critical issues occur. For example, they can let employees know when offices will be closed due to holidays or inclement weather, update them on city projects such as road construction, give them advance notice when business applications will be unavailable due to system maintenance, etc.

"The DeskAlerts software comes in particularly handy when our email servers our down. We are able to let our staff members know as soon as a problem occurs, and notify them when we're back up and running at full capacity."

"This eliminates the need for our IT professionals to spend a lot of time on the phone answering questions about the issue at hand, so they can focus their efforts on troubleshooting and correcting the problem as quickly as possible."

The city was also quite pleased with the service they received from the DeskAlerts support team. *"The DeskAlert customer service staff has been extremely helpful, always responding quickly to our questions, and providing us with assistance whenever we needed it. The company, and its solution, has far exceeded our expectations, and I give them an "A" for effort,"* claims Harless.

FIND OUT MORE

To learn more about the DeskAlerts at the City of Lenexa, or to find out how it can enable fast, cost-efficient communication at your organization, contact our knowledgeable sales professionals at **(516) 203-4816**, or visit our Web site at www.deskalerts.com.



DESKALERTS
THE MOST CUSTOMIZABLE DESKTOP ALERTS

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