

Reduce help desk overload by keeping people up-to-date

Case study



Company name:
St George's, University of London

Region:
UK

Industry:
Education & Healthcare

Number of users:
8,000

COMPANY BACKGROUND:

St George's, University of London is the UK's only university dedicated to medical and health sciences education, training and research.

CHALLENGE:

The university needed to find a solution that would decrease the number of calls to its help desk and prevent staff from being overloaded

“ The university uses DeskAlerts to give customers updates about IT services. DeskAlerts preempts unnecessary help desk calls by keeping all customers informed. ”

Valente Panattoni, Senior Desktop Support Analyst

SOLUTION:

The university chose DeskAlerts as a dedicated channel to update users about IT services.

“ DeskAlerts is a vital component of our customer communication strategy. It preempts unnecessary help desk calls by keeping our customers informed and is quick and easy to set up, use and deploy. ”

Valente Panattoni, Senior Desktop Support Analyst

RESULTS:

“ DeskAlerts makes it easy to tailor notifications to our requirements and represents great value for money. I highly recommend DeskAlerts to anyone looking for a way to improve their communication strategy and customer experience. ”

Valente Panattoni, Senior Desktop Support Analyst

IMPLEMENTATION:

**Easy to set up
and deploy.**

KEY RESULTS:



No unnecessary calls
to the help desk



Customers
are kept informed



Great value
for money

Explore how DeskAlerts can work for you

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DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION