

# Hedemora kommun x DeskAlerts: Enhancing Communication Efficiency



HEDEMORA  
KOMMUN

**Company name:**  
Hedemora kommun

**Region:**  
Sweden

**Industry:**  
Government

## Case study

### COMPANY BACKGROUND:

Hedemora kommun, a municipality in Dalarna County, central Sweden, faced a communication challenge: the need for a swift and reliable method to disseminate important information to its users. This necessity became evident when dealing with unforeseen application downtimes or scheduling service windows that could potentially affect their operations.

### OBJECTIVE:

With limited alternatives, Hedemora kommun's search for a new communication solution was straightforward. DeskAlerts stood out for its ability to meet the municipality's specific requirements. The decision to adopt DeskAlerts was made collaboratively by the municipality's key personnel, emphasizing a streamlined and unified approach towards enhancing their communication infrastructure.

### SOLUTION:

Implementing DeskAlerts was a smooth process for Hedemora kommun, facing no significant challenges. The system has been particularly beneficial for quick alerts about service issues or updates, primarily utilized by the IT and Educational departments. The initial need for an efficient communication tool has been thoroughly addressed through DeskAlerts. The adoption among the intended users, totaling approximately 1500, has been successful, indicating the system's ease of use and effectiveness in meeting the municipality's communication needs.

### FUTURE PLANS:

Looking ahead, Hedemora kommun aims to expand the functionality of DeskAlerts to include alerts on mobile devices, enhancing the system's reach and efficacy. Feedback and suggestions for improvement are ongoing, with technical personnel in direct communication with DeskAlerts to optimize the solution further. To other municipalities considering DeskAlerts or similar solutions, Hedemora kommun recommends it as an effective tool for disseminating urgent information across different departments and users.

### KEY RESULTS:



Hedemora kommun expanded its ability to reach staff and stakeholders instantly across various devices, ensuring critical information is accessible anytime and anywhere.



Collaborative and streamlined decision-making process between Hedemora kommun and DeskAlerts lead to efficient and effective technology adoption.



With DeskAlerts, Hedemora kommun established a robust and reliable alert system, ensuring that all users are promptly informed about urgent issues, which is essential for effective crisis management and operational continuity.

## Explore how DeskAlerts can work for you

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INTERNAL COMMUNICATIONS SOLUTION