

# Streamlining urgent messaging in higher education with advanced notification systems

## Case study



**Company name:**  
Université  
catholique de Louvain

**Region:**  
Belgium

**Industry:**  
Education

## COMPANY BACKGROUND:

The Université Catholique de Louvain (UCLouvain) is Belgium's largest French-speaking university, offering a comprehensive range of undergraduate, graduate, and doctoral programs to more than 30,000 students in almost all fields of study.

## CHALLENGE:

The university needed a dedicated channel to efficiently broadcast important messages from central services, including IT, to the entire organization. The initial in-house solution was lacking essential features, compromising the effectiveness of communication.

## SOLUTION:

DeskAlerts software was implemented to address the gaps in the initial system, offering advanced capabilities like detailed reporting and policy delegation, enriching the university's communication infrastructure.

“ 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 choose 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. ”

## KEY RESULTS:



Faster response to urgent alerts



Improved clarity and impact of messages



Enhanced efficiency in cross-departmental communication

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