Streamlining urgent messaging in higher education with advanced notification systems

Case study

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 loosing 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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