

Enhancing communication efficiency and integration into existing infrastructure

Case study



West Suffolk
NHS Foundation Trust

Company name:
West Suffolk
NHS Foundation Trust

Region:
United Kingdom

Industry:
Healthcare

COMPANY BACKGROUND:

The West Suffolk NHS Foundation Trust faced significant communication challenges, particularly in disseminating critical information across the organisation, which includes around 5000 endpoint PCs. Traditional communication methods like email were not always effective, especially in urgent situations or when systems were down.

OBJECTIVE:

The primary objective was to find a more reliable and efficient communication tool that could integrate well with the existing infrastructure, specifically Active Directory, and provide a means to quickly disseminate critical information to the right people at the right time.

SOLUTION:

After researching various options and considering a similar solution used at Great Ormond Street Hospital in London, the foundation decided to implement DeskAlerts. This decision was influenced by its better integration with Active Directory compared to alternatives, competitive pricing, and positive references from other organisations. The system allowed for direct messages to be sent to desktop PCs, groups of staff, ensuring high visibility among clinical staff and operational teams who might not regularly check emails.

IMPLEMENTATION

DeskAlerts was implemented to serve as a primary tool for communicating critical alerts and information. The implementation process involved careful planning, preparing the organisation for the arrival of DeskAlerts by various communication routes, training for those authorised to send alerts, and a controlled rollout to ensure users were prepared for the new system.

Implementation was led by Liz Fox, IT Technical Project Manager supported by Paul Dickerson, Cyber Security Officer.

KEY RESULTS:



DeskAlerts proved to be a highly effective tool for communicating urgent information, especially concerning system downtimes and critical updates.



Publishing rights were strictly controlled, ensuring that the system was used only for business-critical and emergency communications, avoiding misuse for non-essential messages.



User Guides, collaboration with the IT Service Desk, Training sessions via Teams and the development of a usage policy, in collaboration with HR, ensured users understood how to use DeskAlerts effectively and responsibly.

“DeskAlerts was easy to implement, once the preparation was complete, many senior staff requested access to publish Alerts, however we had to limit the number of staff who had publishing rights to ensure the system was correctly used, following Trust Policy.. It has proved invaluable for contacting staff out of hours.”

Liz Fox, IT Technical Project Manager

“Since the implementation of DeskAlerts at WSFT, the system has been a lifesaver during out of hours, to get urgent messages out trust wide. It has also saved a lot of time trying to hunt down individual computer assets where we have been able to utilise a single message to a machine for important notices to keep a machine powered on for example.”

Russell Williams, Senior Endpoint Engineer

Explore how DeskAlerts can work for you

alert-software.com
sales@deskalerts.com

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION