

Improved IT communications help to preserve data and tens of thousands of dollars

CASE STUDY

Company background:

One of the world's leading research institutions

Weizmann Institute of Science is one of the world's largest multidisciplinary basic research institutions in the fields of natural and exact sciences, offering only postgraduate degrees to its students. Located in Israel, the Institute was founded in 1934 and today has around 6 000 scientists, students and personnel working there. The Weizmann Institute is associated with 6 Nobel Laureates and 3 Turing Award winners. It has 5 faculties divided into 17 scientific departments.

Company name:

Weizmann Institute of Science

Region:

Israel

Industry:

Multidisciplinary research institution

Number of users:

150

Challenges:

Staff who are unaware of planned maintenance can face a sudden interruption of the important processes which might result in significant data and money loss

Properly functioning IT systems are crucial for faculty operations. Many of the processes that are run cannot be interrupted otherwise the work will be lost. They need to be completed fully before any kind of IT maintenance can be performed. This is a challenge for the IT department as it has a lot of systems to maintain.

This challenge led the IT team to look for a solution that could not only send announcements about maintenance, outages, server downtime and so on but also required recipients to verify and acknowledge that they had received and read the message.



מכון ויצמן למדע
WEIZMANN INSTITUTE OF SCIENCE

“

It's very important when we send a message about maintenance or downtime and that type of thing that people will read it, will acknowledge it, and that there will be no excuse like "I didn't see the email".

”

Gregory Iablonsky, the system administrator

“ DeskAlerts software is pretty simple to use and can be learned quickly. And it's natively easy ”

Gregory Iablonovsky

For example, the process for the full sequencing of the human genome can take two or three days to run. The machine doing the actual sequencing is performing reads and writes nonstop on the network share drive. If interruptions to the network or storage services occur, the sequencing will fail. The impact is huge as the kit to perform genome sequencing costs tens of thousands of dollars. If the process fails, it needs to be thrown away, and results will be compromised

The Institute also has other processes that can take a week or two to run.

It is therefore crucial that everyone is aware of any problems so they won't start running a process at the wrong time.

Solution:



Ensure all users are aware of technical issues and won't begin important processes when the system is down

The Weizmann Institute of Science chose DeskAlerts as a reliable channel to send critical IT announcements with a guaranteed open rate of 100%, and a user acknowledgment function. The IT team usually broadcast bulk notifications to targeted users based on the Active Directory group membership once a month or when something occurs.

Tools:



Pop-up alerts



Pop-up alerts are a great way to send messages in a manner that will be seen by all recipients when they are at their workstations. Once a pop-up appears on the screen, it immediately grabs the employee's attention.

The Weizmann Institute of Science uses pop-ups with acknowledgment to send announcements about planned maintenance and system failures to ensure all affected users are aware of the situation. They also plan to use it for other types of announcements like employee birthday congratulations and use it as one more channel for communication besides email.

Mobile app



Mobile app is another effective DeskAlerts tool to deliver urgent and critical alerts. Weizmann Institute of Science plans to start using this tool in the near future.

“ We're doing proactive maintenance, creating a maintenance window, when everyone knows that some system or systems are down ”

Gregory Iablonovsky

Results:

Prevention of data and money loss, results of processes can be trusted

One of the most serious outcomes of a sudden interruption of the processes (for example, of sequencing of the human genome) is that results cannot be verified or trusted. Pop-up notifications sent via DeskAlerts help to prevent this situation by informing all affected users in advance and in a way the sender can be reassured that it was received and read by the recipient.

Implementation: The proof of concept stage is successfully completed

The first stage of the DeskAlerts implementation was a 'proof of concept' installation when only pop-up alerts were used. As DeskAlerts has proven its effectiveness, the Institute is ready to move on with the mobile app and other tools.

The results of all processes are secure, and staff can be sure nothing will interrupt their work (which would cause the loss of data and money).

The use of mobile apps will make this procedure even more effective because even people who are away from their workstations will receive an important alert.