Inform and engage hospital employees in their own language without unnecessary disturbances

Case study

COMPANY BACKGROUND:
At CSSS de la Pointe-de-l’Île the mission is to:
- provide the population of the territory with access to the health services, social services and long term care that they need;
- orient the population or provide help in navigating the health network;
- develop a local health and social services network dedicated to the maintenance and promotion of health.

CHALLENGE:
CSSS de la Pointe-de-l’Île were looking for a solution with a user-friendly interface to send information specific audiences so as not to interrupt other employees’ work processes with unnecessary messages. They needed a more efficient way to notify employees than sending broadcast emails or changing the front page of their intranet.

“Only the people who are affected see the messages, we are not disturbing anyone!”
Didier Godot, Head of Communications

SOLUTION:
DeskAlerts was selected as a tool to communicate with specific audience while not disturbing unaffected people.

“We use templates, so the look and feel of the messages is always the same. Our employees got used to it quickly.
Active Directory synchronization was one of the most useful features – we can use the group hierarchy we already have in AD.
It was easy to translate the interface to French and create predefined messages in different languages.”
Didier Godot, Head of Communications

RESULTS:
CSSS is now able to inform employees effectively and in a timely manner while gathering all the required feedback.
The most valuable features of DeskAlerts highlighted by CSSS are:
- integration with Active Directory
- ability to limit the message lifetime
- message templates
- delivery statistics
- ease of translation to any language

KEY RESULTS:

- Targeted audience is informed on time
- Staff are informed in their language
- No disturbance for people who are not targeted

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