

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

## Case study



**Company name:**  
Centre de santé et de services sociaux de la Pointe-de-l'Île

**Region:**  
Canada

**Industry:**  
Healthcare

### 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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