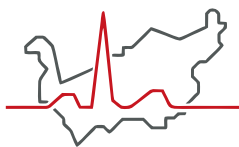


Delivering the right information at the right time to staff and customers

Case study



Hôpital du Valais

Company name:
Hôpital du Valais

Region:
Switzerland

Industry:
Healthcare

COMPANY BACKGROUND:

Hôpital du Valais is an organization comprised of Valais hospitals and township clinics under one centralized administration. It is the largest employer in Valais.

CHALLENGE:

The hospital needed a way to deliver targeted notifications to employees and a back up channel of communications in the event of email and phone systems being down.

“Thanks to DeskAlerts, all employees have the right information at the right time. This is an easy to use and cost effective alerting tool.”

Leo Kalbermatten Chef Operations IT

SOLUTION:

The hospital chose DeskAlerts. Now it makes use of scrolling ticker tape messages to deliver information about various incidents and maintenance activities to all affected employees, quickly and effectively.

“It's easy to use and the message delivery is quite fast. It is easy to configure the scope of the alerts via Active Directory groups and organizational units.

All employees receive the right information at the right time via the broadcast feature.

When there are incidents and maintenance activities, we can inform our customers quickly.”

Leo Kalbermatten, Chef Operations IT

RESULTS:

With DeskAlerts notifications in place, the hospital gained a dedicated channel to inform its employees about outages and incidents - even when email and phone communications are down.

KEY RESULTS:



Staff have the right information at the right time



Ability to inform customers instantly in case of incident



Cost effective tool

Explore how DeskAlerts can work for you

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