

CASE STUDY

Australian Healthcare

ORGANIZATION:

Australian Healthcare company

Australian Healthcare company is a medical diagnostics company, offering extensive laboratory medicine/pathology and radiology services to the medical community.

INDUSTRY:

Healthcare

CHALLENGE:

The company had been used internal solution in small part of the company. The solution had several limitations. Redeveloping of this solution took up to 12 months of development.

SOLUTION:

DeskAlerts was chosen as a fast and efficient way to deliver messages to employees, groups, divisions and labs.

Features to send SMS and E-Mails was also a great Plus. And of course Surveys now allow them to collect information back from employees.

BENEFITS:

Fast and easy deployment, set of great features that they like to use, the way how messages are delivered, surveys.

This solution works great in their secured environment where almost no software was able to work because of specific requirements.

“[DeskAlerts] Gives management the ability to inform staff or get feedback immediately without the user being required to read an email or going to an application to which they may not to for a period of time.”

Shaune Houssenloge

Integration with Active Directory helped Australian Healthcare company to start using DeskAlerts extremely fast.

The fact that DeskAlerts allows targeting the alerts to specific audiences or locations is a big Plus as well.

Incoming alerts do not take users' attention from their main work and do not cause any other software to stop.

One of the main advantages of DeskAlerts is Friendly User Interface.



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