

## CASE STUDY

Centre de santé et de services sociaux  
de la Pointe-de-l'Île

### ORGANIZATION:

CSSS de la Pointe-de-l'Île,  
<http://www.cssspointe.ca/>

CSSS de la Pointe-de-l'Île 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.

### INDUSTRY:

Healthcare, social services

### CHALLENGE:

CSSS had been organizing notification of their employees by broadcasting emails or changing the frontpage of their intranet. Both ways were not efficient.

### SOLUTION:

DeskAlerts was selected as a tool that enables to address specific audiences while not disturbing unaffected people.

### BENEFITS:

CSSS is now able to inform their employees timely and effectively while gathering all the required feedback.

CSSS de la Pointe-de-l'Île were looking for a solution with user-friendly interface that would have meet their needs of informing specific audiences while not interrupting the work process of other employees.

The most valuable features of DeskAlerts highlighted by CSSS are:

- integration with Active Directory
- ability to limit message lifetime
- message templates
- delivery statistics
- ease of translation to any language

***"Only the people who are affected are seeing the message, we not disturbing anyone!..***

***We use templates, so the look and feel are always the same. Employees are getting 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 interface to French and create a pre-defined messages on different languages"***

***Didier Godot,  
Head of Communications***



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