

## CASE STUDY



### ORGANIZATION:

City of Lenexa, [www.ci.lenexa.ks.us](http://www.ci.lenexa.ks.us)

### INDUSTRY:

Government

### CHALLENGE:

Like most government agencies, the City of Lenexa needed a reliable and affordable way to ensure accurate, instantaneous communication among its various departments at all times, particularly when emergency situations arise.

### SOLUTION:

The IT team realized they needed to implement a fully-automated state-of-the-art alert system. The organization chose DeskAlerts, a powerful desktop notification solution that enables faster, more effective and more cost-efficient communication.

### BENEFITS:

DeskAlerts offered the broad range of features the city needed to meet its critical communication requirements

*"When something important happens, we can let our employees know – right away, without delay. And, the survey capabilities are great too, because they allow us to distribute questions and get the answers we need, quickly and effortlessly."*

Dan Harless, IT manager at  
Lenexa's City Hall

***"DeskAlerts makes it easy for us to design, send, and manage all of our alerts."***

The government offices in the City of Lenexa, KS provide a variety of services aimed at improving the quality of life for town residents, local businesses, and other members of the community.

*"We needed the ability to instantly notify city staff when emergencies occur,"* said Dan. *"Email simply wasn't working for us. When our internal servers were down, we had to rely on phones to contact city employees – a process that was both slow and time-consuming."*

**With DeskAlerts City of Lenexa can immediately inform staff.**

For example, they can let employees know when offices will be closed due to holidays or inclement weather, update them on city projects such as road construction, give them advance notice when business applications will be unavailable due to system maintenance, etc.

***"This eliminates the need for our IT professionals to spend a lot of time on the phone answering questions about the issue at hand, so they can focus their efforts on troubleshooting and correcting the problem as quickly as possible."***

*"The DeskAlerts software comes in particularly handy when our email servers are down. We are able to let our staff members know as soon as a problem occurs, and notify them when we're back up and running at full capacity."*

The city was also quite pleased with service they received. *"The DeskAlerts customer service staff has been extremely helpful, always responding quickly to our questions, and providing us with assistance whenever we needed it. The company, and its solution, has far exceeded our expectations, and I give them an "A" for effort,"* claims Harless.



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