

CASE STUDY

Baxalta

ORGANIZATION:

Baxalta
<http://www.baxalta.com/>

Baxalta is a biopharmaceutical company, a former part of Baxter International, employing more than 16 thousands employees worldwide

INDUSTRY:

Pharmaceuticals

CHALLENGE:

As many other companies, Baxalta needed a reliable way to inform their employees about the key systems outages and downtimes.

SOLUTION:

DeskAlerts system was implemented by IT department, with the notification agents installed for more than three thousands employees in Austria.

BENEFITS:

With DeskAlerts notifications in place, Baxalta has a robust channel for communicating the critical information to their employees. IT department uses it to deliver targeted notifications about system outages/recoveries and planned downtimes, making sure that messages will only be delivered to departments affected.

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

Web site: <http://www.deskalerts.com>
E-mail: sales@deskalerts.com

Among the features of DeskAlerts software, Baxalta representatives especially highlighted ease of use, user-friendly interface that helps to save time on employee training and the overall system flexibility.

With the customizable scope of access for the system users, it is simple to make sure that any content publisher will only have access to the features potentially useful to them.

Active Directory integration enables to target notifications only to the departments responsible for taking actions in any specific case.

"Currently we only use it in Austria. This week we have an appointment with colleagues in Switzerland, then we will create internal policies locked down their part of our Active Directory domain"

Günther Mandl,
Senior Technical Specialist