

CASE STUDY



CHU Saint-Pierre
UMC Sint-Pieter

ORGANIZATION:

CHU Saint-Pierre
<http://www.stpierre-bru.be/>

CHU Saint-Pierre is a university hospital in the city of Brussels, Belgium

INDUSTRY:

Healthcare

CHALLENGE:

As many other healthcare organizations, Saint-Pierre hospital was looking for a dedicated notifications channel to inform their employees on a daily basis, as well as in case of emergency

SOLUTION:

DeskAlerts system was implemented internally by IT department to back up the primary email/phone notification channels

BENEFITS:

DeskAlerts provided a reliable communications channel, which was proven to be vital in the state of emergency during terror attacks, in the event of usual channels being overloaded and inaccessible

DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION

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

March 22, 2016 was a day of terror in Belgium, when the hospitals had to operate in the state of emergency. In the event of phone communications being down, having a secondary messaging channel provided necessary means for hospital management and employees to handle the situation.

"Shortly after the explosion, hospital was in alert state and internal phone network became overloaded. We have used DeskAlerts to lower the number of internal calls.

When the external phone network went down, we used DeskAlerts to notify the employees about switching to SMS messaging. After the bomb alerts occurred again, we used DeskAlerts to notify employees about police with sniffer dogs operating in our units...

Without DeskAlerts, this day would be much harder to manage."

Geoffrey Collet,
Application Administrative