▸ DeskAlerts

Internal communications solution

Who we are

Established in 2006, DeskAlerts is a software company specializing in communication systems.

DeskAlerts notification solution is currently used by 300+ businesses around the world, both in public and private sector, with more than 1.5 million staff combined.

Notable examples include Hilton Hotels, British NHS Trusts, AVIS rent a car, UN, Etisalat, Vodacom, KRKA, Roche, L'Oréal and others.

The Problem

Modern companies with a staff count above 100 are facing the same situation:

- Any mass communications delivered over email are buried under hundreds of other messages and therefore are not being read in due time

- In the event of email service disruption, there's no alternative way of reaching staff, leading to confusion and company downtime

- Significant lag in communication results in people feeling misinformed and disengaged

How we help solving it

DeskAlerts offers several ways of bypassing email as your primary communication channel, ensuring that everybody gets the message – while also giving the sender an opportunity to track delivery in real time.

Depending on a message severity, you can utilize more invasive delivery options like pop-up messages on people desktops, or something more subtle, like a scrolling news banner or corporate wallpaper.

DeskAlerts can operate as a cloud-based service, or be installed locally within the organization, to keep your data close.

DeskAlerts for IT department

DeskAlerts pop-up notifications and scrolling ticker tapes are perfect for outage and maintenance communications.

Using DeskAlerts to inform your staff about planned or unplanned service disruptions ensures that they won't waste time trying to access non-functional systems and won't overload your helpdesk with calls, positively affecting ticket resolution and reducing systems downtime.

Delivering IT information in proactive manner helps you improve the IT department image throughout the organization by keeping everyone informed.

DeskAlerts for HR and Comms

DeskAlerts Pop-up Surveys are a great tool to evaluate employees' state of mind, that, unlike e-mail and web-based surveys, grant you 100% visibility and allow to gather feedback from entire workforce within minutes.

Tools like corporate wallpapers and screensavers allow you to promote company values and remind people about upcoming events, getting them to participate in company life more, positively affecting staff retention and engagement

DeskAlerts for Health and Safety

DeskAlerts Pop-up messages and Surveys can be a valuable supplement to your current emergency communications process.

Use desktop and mobile Alerts to inform people about ongoing emergencies – the tracking mechanism will allow you to determine who have got the messages, and the feedback feature or Surveys and RSVP Alerts will enable your employees to confirm they're safe or ask for help.

Emergency Alerts mechanism allows you to create contingency scenarios in advance, allowing safety officers to trigger messages within seconds.

DeskAlerts for Governance and Compliance

DeskAlerts Pop-up alerts can be configured to require end user acknowledgement. Sending a message like this will allow you to gather compliance from workforce without arranging face to face meetings and will provide a handy report to hold people accountable in the event of policy breach.

Learn more

If you'd like to learn about more industry-specific applications or have another project that could benefit from a dedicated staff notification channel, you can:

- Request an on-line demo: https://www.alert-software.com/on-line-demo

- See our case studies: https://www.alert-software.com/customers/case-studies/

- Call us on +1-703-881-3166 or +44-203-514-2353

- Mail us on sales@deskalerts.com