

# Alerts and notifications: essential tools for mass communication

*Informing users about an incident or a service interruption quickly and in a way that can't be ignored prevents a flood of calls to the IT department. This is the benefit of a notification solution like NetSupport Notify, chosen by the Intercommunal Hospital Centre (CHI) of Aix-Pertuis. Here's what its Chief Information Security Officer, Pascal Sabatier, has to say.*

The democratisation of digital communication in hospital has resulted in an overwhelming influx of informative messages and, as a result, many go unread.

So, how can we ensure that a message notifying users of a service interruption due to a software update, incident, or any other commonplace technological event is actually seen?

## **A message you cannot ignore**

"Many messages go unnoticed, so when the event happens, nobody is aware and everyone calls the tech support team to find out what's going on!" explains Pascal Sabatier. Hence, the CHI's interest in systems delivering alerts that users cannot ignore.

In practice, the organisation continues to send an official message by email, followed by a NetSupport Notify alert that appears uppermost on users' screens. "The message is displayed on the screens of all relevant workstations – for example, 'In 30 minutes, access will be interrupted for a period of two hours' – and each user is required to acknowledge it

to make it disappear and allow them to continue working. This ensures they can't claim they haven't seen it," he adds.

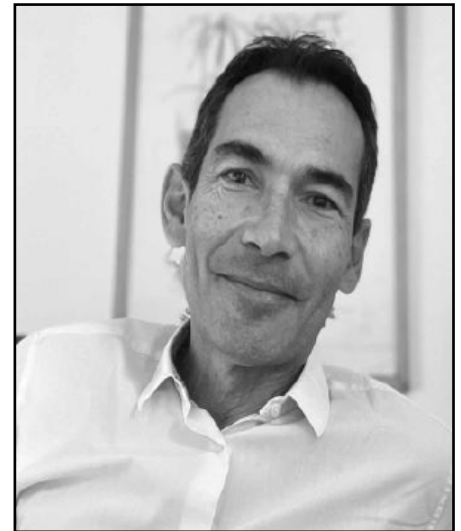
## **An advantageous cost/utility ratio**

Technically, the tool is relatively simple to use and deploy – and NetSupport Notify software is currently installed on 2,200 workstations at CHI Aix-Pertuis, where it has been in use for the last four years.

Sabatier says: "We began gradually, but today, this practice has become ingrained."

The service also sends messages to inform users of the current situation, e.g. 'slow admission application in A&E,' and assures them that the issue is being addressed. "We are confident that the information is distributed effectively, as it disrupts workstation activity and users simply can't miss the alerts. And since NetSupport Notify is deployed across the entire network, we can broadcast messages everywhere with a single click," he adds.

As highlighted by the solution provider, "NetSupport Notify enables organisations to send notifications and alerts quickly and reliably on local or extended



**Pascal Sabatier, CISO of the Intercommunal Hospital Centre of Aix-Pertuis.**

networks – plus, it caters to both Windows and Mac desktops."

According to Sabatier, NetSupport Notify completes the array of essential communication tools that a CHI must possess. "It adds to the range of modes of communication available in the event of an incident, ranging from traditional email to disruptive messages, including SMS, reminders and beepers. Since NetSupport Notify is deployed on all workstations, it enables quick and widespread communication."

However, unlike NetSend, NetSupport Notify is not free. Nevertheless, it offers a favourable cost/utility ratio. In Pascal Sabatier's view, "NetSupport Notify is a worthy replacement for NetSend, which disappeared after Windows 7. Most importantly, it allows one-to-many communication." ■