



## St Joseph's Health Randy Williams, IT Manager

### **Tell us about St Joseph's Health...**

Established in 1982, SJH provides a full range of care facilities including 16 acute care hospitals, home health agencies, hospice care, outpatient services, skilled nursing facilities, community clinics and physician groups. SJH serves 10 distinct communities and strives to provide perfect care while building the healthiest communities and ensuring every encounter is sacred.

### **What were the challenges you were trying to solve?**

Our key challenge was finding a system that would provide instant and reliable desktop messaging across our entire system.

### **Why did you choose NetSupport Notify?**

I had implemented NetSupport Notify at another hospital years ago. It was a great product then and continues to be superior in delivering critical messages in a timely manner, at a lower cost than its competition. Overall, we are very pleased with the product and currently have 5000 notify licences. This is my second implementation of NetSupport Notify at two different hospitals. I would highly recommend it to any organisation that is looking for an easy to use, reliable, instant desktop notification system.

### **How is the software currently being used in your organisation?**

NetSupport Notify is being used throughout our hospital and healthcare system as a communications tool for IT related functions, such as system downtime notifications and updates. NetSupport Notify is also used as a pivotal instrument for hospital-wide emergency awareness situations like Code Bravo. We appreciate the fact that the delivery of such important messages is instant to the desktops – no waiting, and that we are able to capture such data as acknowledgements of the messages.

### **How/where has NetSupport added value?**

The system is extremely easy to use and train staff on the ability to send alerts. Having the option to schedule the delivery of the messages is great as well.