



Link:Q Government Case Study

Client

State Government Department

Our Client's Requirements

Two of the largest Government Departments merged to become a single entity – a transition project team was assigned to look at reducing overheads, gain more efficiencies, to update current processes overall and to review all communications, paging and technology in all areas.

Both entities came together with a single communication point and the aim of the project was to phase out pagers being carried by non-incident response staff. Pagers were to remain with Emergency Response Staff – aiming for one highly efficient communication system for everyone to use via their desktop to mobiles (SMS).

Link:Q Solution

A combined Link Q Web SMS / Paging application was trailed, a front-end desktop solution which allowed managing from a simple platform directly to Emergency Response staff.

Outcome

Following extensive testing, the system successfully operated during a major emergency and throughout standard operating periods.

Extract from customer email

The Web Messaging service as provided by Link:Q is intuitive to use and provides a simple and efficient way of composing and sending text messages.