Elisabeth Floh Müller,
Deputy Managing Director,
Alpine Rescue Switzerland

ALPINE RESCUE SWITZERLAND NO LONGER WANTS TO BE WITHOUT *DAYLIGHT.*

As a small organisation with numerous volunteer members who constantly have to train and educate themselves professionally, Alpine Rescue Switzerland (ARS) has very specific requirements for course management software. Looking for a cost-efficient standard solution that can be easily customised, the ARS came across daylight - the school, course and event management platform from daylight AG. The solution has been used successfully for several years now at ARS and takes the pressure off the small team at the administration office very effectively.

At a glance

Alpine Rescue Switzerland (ARS) is a foundation supported by Rega (Swiss Air Rescue) and the Swiss Alpine Club (SAC), and carries out ground rescue tasks in the mountains on behalf of the cantons. The training of ARS specialists is organised and carried out centrally by the ARS administration office.

ARS uses the daylight school, course and event management platform from daylight AG for the planning, publication and implementation of specialist training courses. Automated workflows and easy-to-use, web-based self-service capabilities made managing the entire course easier and significantly more efficient.

Alpine Rescue Switzerland: an efficient volunteer organisation

Alpine Rescue Switzerland is an independent, non-profit foundation, which is supported by Rega and the Swiss Alpine Club. As a point-of-contact for the cantons, it covers ground rescue operations in the mountains. The 86 rescue stations of the seven regional associations are distributed in such a way that the approximately 3,000 rescuers can reach a deployment site in no time. The basic training of the rescuers takes place decentralised in the stations, while the training and advanced training of specialists (helicopter, avalanche dog, ground search dog, canyoning and medicines) are organised and carried out centrally by the ARS office in Zurich Airport.

Pushed to the limits with Excel

"We used to run our specialists' course management with Office programs, but at some point we came up against the limitations of the program," explains Elisabeth Floh Müller, who is responsible for organising the training system at Alpine Rescue Switzerland. "In the beginning, there was our need for modularising the course programmes. Our courses consist of advanced and specialist modules. We wanted to map this structure and simultaneously automate as many steps as possible in the course administration. Other requirements for us were multilingual facilities and an easy-to-use web front end for our volunteer rescuers. As a small organisation with very specific requirements, we put great emphasis on customising the evaluation of the solution. We wanted the greatest possible flexibility and a direct line to the programmers, so that we could implement modifications and enhancements quickly and easily. "

daylight –
flexibly adaptable to individual needs

Elisabeth Floh Müller came across daylight via internet searches. "daylight already fulfilled the most important requirements in the basic configuration, such as the easy management of course modules, consistent multilingual support and easy integration into the Typo3 environment. The most important point for me, however, was that I felt a high degree of willingness in the daylight AG team to adapt the solution as best they could to our individual needs and specifications." A trial access to the daylight Cloud Service allowed the specialist to get to know and test the solution. The complete fulfilment of our specifications and, as a small organisation with individual needs, the feeling of being in good hands with the provider led to the conclusion that the ARS positively decided in favour of daylight. Over several weeks, the solution was fine-tuned in an intensive exchange and adapted precisely to the requirements of the ARS. Elisabeth Floh Müller:

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"The direct line to the programmers was enormously helpful. I was able to place my requests for enhancements directly and these were implemented within a very short time." The ARS currently manages around 80 different training modules and 500 course participants with daylight. The organisation uses daylight as a hosted service on daylight AG's high-performance servers.

Course administration streamlined, sources of error eliminated

With daylight, the ARS was able to significantly optimise the entire course administration workflow. The rescuers log in with their access data into the extranet of the ARS and relevant courses are immediately displayed to them. These are automatically published by daylight on the basis of the individual training history in the user account - including course information and registration options. The login and confirmation processes are automated. After registering for a course, a confirmation e-mail with all relevant course information is automatically generated and sent. Thanks to daylight, the ARS always has an up-to-date overview of courses, appointments, students, instructors, resources and, most importantly, the training certificates of the individual rescue professionals. Elisabeth Floh Müller: "daylight is our central HR tool, in which all subject specialists are stored centrally with their latest training status."

The daylight billing and invoicing functions are used less by the ARS due to its voluntary nature of work. The project manager emphasises the high user acceptance:

"Even our non IT-specialist people get along fine with daylight." She also highlights the expandability and flexibility: "The system also leaves open the option of integrating our regional associations and / or individual rescue units into daylight." The positive experiences with daylight have not gone unnoticed by Rega. In the case of the sponsoring organisation, it is being considered that they will manage their own course system in the future with daylight as well.

daylight