



## Business SMS

### "SMS is the new weapon in the communications armory of progressive business"

The explosion in mobile phone usage has created a new medium for businesses to communicate with staff, customers, suppliers and other parties. SMS offers the key advantage of mobility, recipients invariably have their mobile phone with them, thus avoiding the delays in message receipt and acknowledgement associated with email. Some common business applications that can benefit from the increase in efficiency of this communication channel include:

#### Mobile Workforce Communication

Sales people, delivery drivers and mobile technicians can be contacted directly by the office using sms. Messages can be sent to individuals, or broadcast to the entire group.

#### Customer Reminders

Improve attendance at scheduled events such as appointments, services, and meetings by broadcasting an sms reminder.

#### Alerts

Critical business processes can be monitored with an automated alert sent by sms to the relevant technical support staff in the event of problems.

#### Inbound SMS

Capture Inbound SMS and convert to email for subsequent response. Alternatively Prodocom can capture inbound responses along with details of the sending number and present in a variety of formats such post to web, or text file deposited to your network.

#### Custom Built SMS Solutions

The flexibility of the Prodocom Message Server platform enables Prodocom to custom build an sms service to your requirements.

Prodocom provides a range of innovative solutions to enable businesses to capitalize on the improved communication opportunities presented by the burgeoning mobile market. Under the Prodocom model these solutions are hosted at no charge with a competitive fee being charged for each message successfully delivered, or received.

#### Prodocom SMS4U Web Tool

Part of the core web-based platform, SMS provides the ability to send individual and fully personalized broadcast SMS messages. The broadcast web tool is extremely simple to set up.

Simply register for a unique user log in and begin sending. This solution is ideal for broadcast sms messaging with the minimum of set up. This solution allows you to

- » Send to groups of recipients. Users have the choice of selecting recipients from the inbuilt address books, or attaching a spreadsheet of mobile numbers.
- » No set up costs, or monthly access fee. Clients pay only a very competitive rate for successfully delivered SMS messages.
- » Provides integrated archiving of all messages to allow administrators complete control over usage.
- » Comprehensive reporting allows both senders and administrators to keep track of all message delivery.
- » "Mailmerge" facility allows each message to be personalized.
- » SMS "Headers" and "Reply to Numbers" can be registered so sender's identity and the means to respond are clearly identified.

#### Email to SMS

SMS messages can be sent directly via email. This is an ideal solution for sending individual messages and can be generated using

#### Key Features

- » Mobile Workforce Communication
- » Customer Reminders
- » Alerts
- » Inbound SMS
- » Custom Built SMS Solutions

#### Prodocom Value Proposition

- » No Capital Outlay
- » Unlimited Scalability
- » The Flexibility of Local Development
- » More Effective Deployment of IT Resources
- » Complete Redundancy
- » Access to Emerging Technology
- » Competitive Delivery Costs

#### For More Information

If you haven't found the information you were looking for, or have any questions please feel free to call us on **1300 132 739**.

any standard email application. The senders email address is registered as a valid user with Prodocom. SMS messages can then be emailed to the Prodocom message server in the form of specified mobile number.

- » Requires no additional software, or passwords simply utilize your existing email application.
- » No set up costs, or monthly access fee. Clients pay only a very competitive rate for successfully delivered SMS messages.
- » Provides integrated archiving of all messages to allow administrators complete control over usage.
- » SMS directly to Mobile numbers detailed in you Lotus Notes and Microsoft Exchange address books.
- » Comprehensive reporting allows both senders and administrators to keep track of all message delivery.
- » SMS "Headers" and "Reply to Numbers" can be registered so sender's identity and the means to respond are clearly identified.

## **Inbound SMS**

Businesses can integrate inbound sms to existing business processes by capturing the message and converting to email, or delivering to a specific network directory.

- » Register with Prodocom to receive your inbound sms number.
- » Prodocom captures all inbound sms messages and sender id.
- » Choose the format to receive your inbound messages. Message can be sent to a specified email address, or sent to a specific network directory via FTP, Route IP, SFTP, and Http Post.
- » Messages can be forwarded immediately, or captured and collated over a period of time.