

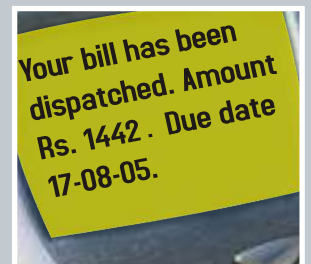
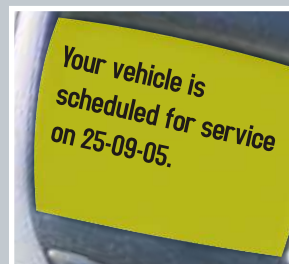


ViaSMS

In-touch. In-time.

Various modes of communication like Voice Calls, Fax and Email have changed the way business is conducted today. The advent of GSM/ CDMA networks have added mobility to these tools allowing businesses to be even more efficient and competitive. Mobile networks have also added Short Messaging Service (SMS) as another mode for getting messages across quickly. SMS makes for a good business case as it automates processes which convey information expeditiously to relevant persons, economically.

Teckinfo Solutions offers "ViaSMS" which can be installed and configured in a variety of ways to tackle different business needs thus allowing you to save precious time and money.



Teckinfo



Benefits

- **Improve Customer Satisfaction** by intimating customers with timely and personalized information.
- **Increase Efficiency and Availability of Information Technology infrastructure** by getting Alarm and Alerts notifications in real time on critical parameters.
- **Reduce Cost** by sending out timely information via a cheaper medium rather than brochures, direct mailers.
- **Maximize Productivity** by reducing mundane jobs and concentrating on more productive activities.
- **Increase Revenue Opportunity** through proactive targeting of your customer, expand up-sell and cross-sell opportunities, and prioritize your most valued customers.
- **Quality Contact** by increasing the quantity and quality of all customer contacts.
- **Competitive Advantage** by being ahead of the rest.

ViaSMS Architecture

Notification Agent

Content Generator

Business Rule Layer

SMS Engine

Application Connector

Response Processor

Authentication Layer

Event Monitor



Features

- Two-way SMS communication using GSM Modem or One way (out bound) through Internet SMS gateway
- User configurable research based on Key words in the Message
- Individual and global address book maintenance with import/ export of address books
- DNS list maintenance with import/ export of DNS list
- Integration with external applications and databases like ERP, CRM etc.
- Built in email integration for automatic dual routing
- Network configurable to tackle multiple devices and applications

ViaSMS

Business Applications

Office Productivity

Data Centers, Server Farms
Field force Automation

- Notify system alerts to support staff
- Request advance spare part replacements
- Job Despatch and Tracking

Service Providers

Telecom, Automobile, Banking,
Insurance

- Notifies the customer about the Bill dispatch along with the bill details
- Remind the customer for outstanding payment
- Acknowledgment for payment receipt
- Inform customers about new services and packages
- Complaint booking
- Service Camps

Hospitality

Hotels, Travel, Airlines

- Reservation requests and confirmations
- Flight Schedules
- Loyalty programs

Education

Schools, Colleges, Vocational
Centers

- Inform parents on Students Attendance/ Progress
- Results and Class Schedules
- Fees reminders and acknowledgment

Health Care

Hospitals, Clinics, Pharmaceutical
companies

- Customers and request for appointment fixing
- Appointment reminders
- Contact Doctors and Nurses on critical messages
- Field force can push/pull important information

Logistics

Courier Service, Transporters

- Customer requests for Parcel pickup
- Track delivery Status

Retail

Contests & Feedback

- Notify special promotions
- Privileged Member Services
- Run contests
- Get Opinion
- Obtain Feedback

Product

ViaSMS Short Messaging Service Engine
Integration and Implementation Service
User Manual
1 year support

System Requirements

PC/Server running Microsoft Windows
2000 Professional /Server, or higher

Teckinfo

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