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## Sms2email client MSO.net creates custom delivery tracking system for G2wo and MFI.

[www.sms2email.com](http://www.sms2email.com)

sms2email.com is the award winning b2b SMS text solutions portal developed by (aq) limited. The powerful and reliable 2 way messaging services has created a springboard for innovative new services such as that provided by MSO.net ([www.mso.net](http://www.mso.net)).

G2wo Deliveries ([www.g2wo.co.uk](http://www.g2wo.co.uk)) are a nationwide firm of specialist couriers, who include as one of their major clients, mfi, for whom they provide delivery services.

### The Brief:

G2wo Deliveries required an online tracking system that could be accessed by mfi staff to know the status of particular goods when a mfi client telephoned their call centre.

### MSO.net's solution:

We have developed a system that allows G2wo staff to upload a delivery manifest supplied by mfi on a daily basis. When a delivery is then made by the G2wo driver, making use of SMS technology, the driver can update the delivery manifest remotely without the intervention of manual staff.

An online admin portal is available to both G2wo and mfi staff to allow them to query the status of any order, and a full suite of management reporting has been provided to the companies to manage and control all aspects of the delivery process.

At the same time as developing the back end solutions, a new web site was also created to promote the G2wo brand.

### Benefits and results:

mfi can now track goods online without any need for their call centre staff to contact G2wo to check status. G2wo has seen a considerable saving in time, cost and efficiency by the use of SMS to update the delivery status remotely and without the need of contacting the G2wo head office to get the manifest updated manually.