



breathing life
into the web

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Sms2email client Zonal coordinates Site Engineers via SMS

sms2email.com is the award winning b2b SMS text solutions portal developed by (aq) limited. The powerful and reliable 2 way messaging services have created a springboard for innovative applications and new working practices.

ZONAL Retail Data Systems (www.zonal.co.uk) provides EPos systems - Zonal's systems are used in bars, night clubs, bowling alleys, snooker halls, stadiums and golf clubs throughout the UK, Ireland and Florida. Zonal are dedicated to providing the best possible service and support in what is a fast paced industry. A quotation from Zonal follows:

Client Quote :

"Zonal run a field service team of 25 engineers based all over the UK and Ireland. Communicating with a remote workforce is a challenging issue and sms2email helps us alot. Our call centre software has a button programmed so that when we need to call out an engineer, an email is automatically generated and sent out which then turns into a text message notification for the field engineer. This happens in seconds.

We have also found various other uses for this technology. On the engineer front, we can text our whole engineering team with notifications via a single email. Escalation of calls has proved another application - we can now get our call centre software to notify our management by SMS when a serious customer issue arrives or is not resolved within our agreed SLA's

The software we support now had link to email2sms to text on call support staff out with office hours when applications come up with errors. This has helped us improve our service and reduce our customers downtime".

The Solution:

Sms2email has provided a PREMIUM ROUTE text message service to zonal. This service allows zonal office staff to send emails to our system. These emails are converted into text messages and forwarded to the engineers via SMS text message. The sms2email.com system also sends back an acknowledgement email back to zonal's office to confirm that the message has reached the engineers mobile.

Benefits and results:

Sending texts offers significant advantages in terms of time and saves the cost of the calls to mobiles. In addition, the availability of a "delivered-to-handset" confirmation means that the office can be sure that the engineer has received the necessary information.