TeleMessage

VERTICAL MARKET - TRANSPORTATION & LOGISTICS

In the highly competitive global logistics and transportation market, service quality, speed and reliability are key factors for differentiation. Smart communication technology can not only make the difference in attracting and keeping customers but can also improve corporate communications both within and outside the company. It enables organizations to send notifications, reminders and alerts to targeted groups of employees and customers to further enhance corporate communications.

Companies can use messaging services to notify, remind and alert customers as to the status of their packages, ordered products or deliveries. This would substantially reduce calls to customer service centers, reduce operational costs and create a more efficient and effective work environment.

Smart communication technology allows companies to remain in complete control of their entire operation while simultaneously communicating and collaborating with an increasing number of customers and partners.

The key factor to a smooth and efficient operation, and happy customers, is an intelligent, state-of-the-art communication platform that utilizes multiple channels including SMS, IP Messaging, Fax, and Email among others to ensure messages are sent and received, no matter what device or channel is used. By implementing the TeleMessage solution, enterprises can not only maximized their cost effectiveness and operational efficiency, but also upgrade their quality of service, improve their customer experience and most importantly, raise their bottom line.

The TeleMessage solutions for the emergency management industry include:

- **Mobile and Tablet Application**: an enterprise-ready application that facilitates the sending and receiving of rich messages over SMS and IP messaging via Smartphone Push Notifications on iOS and Android devices.

- **Messaging Gateway**: a multi-channel message delivery and management solution that facilitates real-time messaging to and from any device. It supports many APIs such as SNPP, WCTP (for Pager replacements), XML, SMTP, HTTP and more, allowing it to seamlessly integrate with existing emergency management IT systems.

- **PC to Mobile**: a suite of applications that allow emergency management teams to send messages from Outlook and Web interfaces with emergency mass notification and campaign management features.

TeleMessage delivers intelligent messaging solutions seamlessly over any communication device.

These solutions support an ever growing number of enterprises, including leading brands across a range of industries such as healthcare, travel, finance and retail among others. By optimizing their communication capabilities, our solutions assist enterprises in achieving greater efficiency.

TeleMessage seamlessly handles text, voice and IP messages over mobiles, tablets, the web, Office, APIs and IT infrastructure.

Successfully deployed with over forty operators and thousands of enterprises worldwide, our software reaches hundreds of millions of users and powers billions of messages through customer networks.

Our product line includes: Mobile and Tablet Applications, PC to Mobile, Messaging Gateway, and SMS to Voice.

SECURE TRANSPORTATION & LOGISTICS APPLICATIONS

- Differentiates between messages from less important emails and text messages
- Saves money by using IP messaging
- Provides automatic message delivery receipts
- Offers active acknowledgement of message and free-form text response
- Enables user authentication
- Initiates messages to other users on any type of device from a TeleMessage-enabled device
- Leverages cellular and Wi-Fi networks

TeleMessage provides secure, multi-channel and field-proven messaging solutions that enable transport & logistics management teams to securely send, receive and manage a range of message types (SMS and IP messaging via Smartphone Push Notifications, Voice, Fax and E-mail) to any communication device. The suite can be used for the following:

Use Cases

- **Appointment Scheduling:** Automate calls to schedule appointments for package delivery

- **Shipment Status Notification:** Keep customers & distributors 'in the loop' to shipment status. Interactive messages allow recipients to request future updates, acknowledge delays, etc.

- **Multi-Party Transactions:** Coordinate multiple steps in the supply chain with effective, proactive communications and share information directly from a supplier to the consumer

- **Traffic and Weather Alerts:** Inform employees and partners of traffic and weather concerns that may affect schedules and delivery. Avoid potential supply chain snags by preemptively communicating impending obstacles to enable re-routing

- **Back-Order or Out-of-Stock Notification**: Automate notifications of low stock levels to avoid lost sales and delays in order fulfillment at a fraction of the cost of an agent transaction. The more prompt and effective the communication, the quicker the stock is replaced, and the happier the customer, the better the sales

- **Internal Reportable Events**: Communicate out-of band occurrences to the appropriate internal team members based on event type. Low-level incidents can be directed to the relevant group, while developing situations are escalated to higher-level personnel

- **Cargo Coordination**: Reach disparate vehicles when new cargo becomes available for pick-up. Adhere to union regulations by escalating messages in order of seniority. Re-route drivers to optimize driver and load matching

- **Crew/Staff Scheduling:** Automatically coordinate staff for available shifts with rules-based, interactive notifications. Eliminate the need for manual call trees to fill vacant slots

Key Benefits

The key benefits of automated multi-channel messaging and communication include:

- **Improved efficiency, lower costs** - Sending orders and requests to the relevant personnel is the most effective and efficient way of managing operations. To further reduce costs, the TeleMessage solution utilizes IP messaging wherever available

- **Increased visibility of the flow of goods and shipments** - Leverage interactive two-way capabilities to collect confirmations and other responses to automatically monitor the whereabouts of shipments

- **More efficient handling and inventory management** - Being proactively in contact with everyone in the supply chain, improves the entire operational efficiency of the operation and avoiding costly delays

- **Increased customer satisfaction with reduced customer service costs**: By delivering proactive notifications via interactive telephone calls, wireless texts, emails, faxes and instant messages, TeleMessage avoids most inbound calls, thereby reducing the work load and related expenses of Customer Service departments. Customers may interact from any device or be transferred to the call center for further assistance

- **Increased security of distribution** - Automatically communicate mission critical information to key personnel using features such as message tracking, time limited messages and message escalation across devices, to ensure the message is received and acted upon

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