



ENTERPRISE MESSAGING SUITE

Effective
communication
is a building block of
successful organizations



ENTERPRISE SUITE BENEFITS

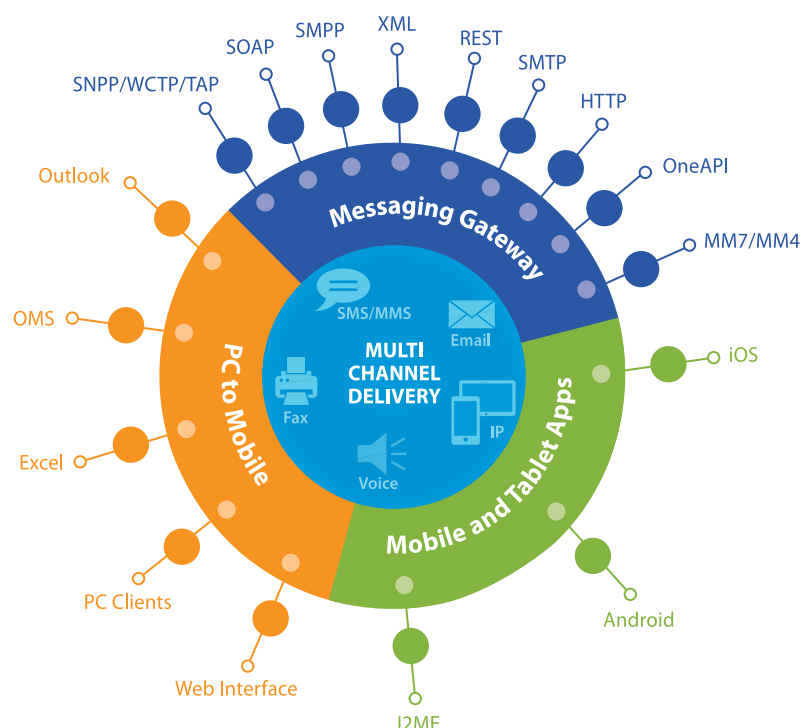
- Messaging applications for mission-critical communications, corporate HR, work force management, CRM, ERP, Alerting, billing and marketing
- Comply with stringent data protection standards and regulations and corporate security policies such as HIPAA, HITECH, SOX, ISO 27001/ 27002, etc.
- Highly customizable multi-channel notification service
- Reduce costs using IP messaging and automating communication processes
- Improve efficiency and boost productivity
- Manage mobile marketing campaigns
- Cultivate customer loyalty
- Enhance customer relations
- Secure communication processes

With global mobile penetration reaching 91% and mobile subscription outnumbering fixed line by 5 to 1, mobile messaging is more important than ever. Mobile messaging is now also becoming an extremely powerful engagement channel for businesses and enterprises. Features such as cost effectiveness, ease of use, wide reach, easy implementation and real-time messaging capabilities have driven enterprises to adopt mobile messaging services to improve their internal and external communication systems.

In the enterprise market, messaging services see numerous uses. For Internal enterprise-wide communication, mobile messaging securely connects enterprises with employees to confirm shifts, send sales MIS and HR information, coordinate schedules and communicate training, product, specials, logistic coordination and general announcements.

Enterprises also use mobile messaging to update customers and keep them informed. Banks offer financial services, airlines send boarding passes or updates on delays, hospitals can send appointment reminders to improve appointment attendance and companies of all kinds can reach out to new and existing customers using interactive mobile marketing campaigns. Mobile messaging is one success story that keeps reinventing itself as it is adapted to new uses. Building on our field proven experience in multi-channel mobile messaging services, assisting in handling SMS, MMS, Voice Messaging, Fax, Email and IP Messaging via Smartphone Push Notification and RCS, TeleMessage offers the Enterprise Messaging Suite for integrated and secure mobile messaging solutions that can help enterprises make the most of their messaging business, maximize revenues and optimize operational efficiency.

THE ENTERPRISE MESSAGING SUITE COMPONENTS





MOBILE AND TABLET APPS



Android

iOS with security

The TeleMessage Mobile and Tablet Apps are highly secure, HIPAA compliant enterprise-ready applications that allow Android and iOS mobile phone users to send SMS/MMS and IP (via Smartphone push notifications or RCS) messages with a range of features such as group messaging and replies with escalation, pop-up notifications, personalization, password protection, enterprise threads, delivery and read status and more. Application can be branded and customized for mobile operators.

The TeleMessage Mobile Emergency Alert, designed for use by field personnel and lone workers, is an advanced multi-channel messaging platform for triggering emergency alerts via mobile phone applications to multiple devices.

PC TO MOBILE

Compose messages

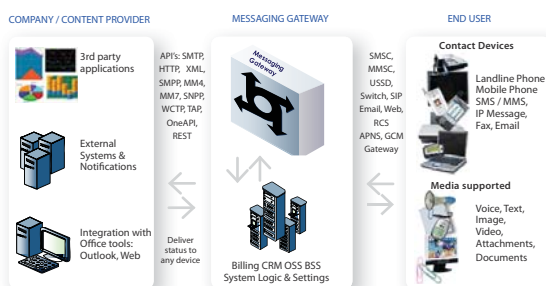
Manage contacts



Track messages and replies

The PC to Mobile is an enterprise-ready product line that allows users to send messages from Microsoft Outlook and a Web Interface to phones. Subscribers can send/receive/manage SMS, MMS, voice messages, fax, IP messages and email messages that include: text, pictures, audio, video and documents. Campaign management functions exist within all interfaces.

MESSAGING GATEWAY



The Messaging Gateway is a central and efficient management solution that facilitates A2P messaging traffic (SMS, MMS, IP messaging via Smartphone push notifications or RCS, Voice, Fax, and E-Mail messages) and VAS connectivity over any device. It streamlines integration to existing messaging systems, removing the need to connect separately to each one. With the widest range of APIs for developers, content providers, enterprise and IT integration, the platform provides a flexible, cost effective and highly robust messaging solution. In conjunction with TeleMessage's Mobile and Tablet Applications and PC to Mobile products, the platform provides an array of features including two-way messaging with interactive response, message tracking, encryption, archiving and much more.

All the products work in conjunction with each other, for example:

- A message sent from the Messaging Gateway via XML can be viewed in the "Sent" items in the Web Interface of the PC to Mobile solution
- A message sent from the Outlook interface of the PC to Mobile solution can be sent to a mobile phone and, if the mobile phone has the Mobile and Tablet App, can be received as a secure IP message
- A message sent from the Mobile and Tablet App to a short code on the Messaging Gateway can be routed to a system application and then be viewed on the Web Interface

COMPLIANCE WITH HIPAA AND OTHER STANDARDS, REGULATIONS AND POLICIES

The TeleMessage Enterprise Messaging Suite bridges the communication gap between enterprises and their employees by allowing an enterprise-class application to interface with everyday consumer technology. While this approach to messaging has significant advantages for business communications, the messages are transmitted and stored using carrier systems and mobile phones intended for consumer-grade communications. As such, the message security level does not comply with safety and privacy regulations such as those under the Health Information Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act. Messages containing electronic protected health information (ePHI) cannot be sent via these channels as they require secure storage, encryption, recipient authentication, application lock, automatic message removal and audit controls, features that traditional messaging lack.

The HIPAA compliant TeleMessage Enterprise Messaging Suite can be used to securely send, receive and manage a range of encrypted and password-protected messaging. The suite offers a number of security features including:

- Password protection
- PIN code protection
- Encryption
- Time limited messaging
- Auto deletion after reading
- Remote deletion of message or application in case of theft
- Port directed SMS messaging

ENTERPRISE MESSAGING SUITE HIGHLIGHTS

Based on TeleMessage's proven and scalable messaging platform, the Suite offers a complete solution for handling all the Enterprise mobile messaging needs: SMS, MMS, voice calls, conferencing, fax, email and IP messaging via Smartphone push notifications or RCS. The feature set includes:

- Enables the sending of secure SMS, MMS and IP messages from Outlook, or a web interface
- Security features for authorized access, user privacy and data protection – complies with HIPAA and other data protection standards, regulations and policies
- Messaging Gateway with the widest range of APIs, provisioning and control
- Mobile & Tablet Applications for enhanced & secure messages – iOS or Android
- Web Portal for managing and tracking SMS and MMS messages
- Easy configuration, maintenance and statistical usage reporting
- Embedded MMS composer/player for quick MMS message creation
- Automatic fallback from IP messages to SMS/MMS
- Real-time delivery status – call success, failure, voice mail, busy, etc.

FLEXIBLE HOSTING MODELS

TeleMessage offers its Enterprise Messaging Suite as either an on-premises solution or hosted cloud SaaS solution. The cloud SaaS solution removes any complexity from installation, deployment and maintenance, and offers greater flexibility and efficiency by reducing CAPEX and OPEX.

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