SMS System

BY COMTRADE

Comtrade SMS is a classic form of direct communication with customers that provides the ability to send full variety of information with complete automation and the highest level of security. The system enables you to deliver SMS messages to mobile phones almost anywhere in the world.

Challenges

A client requests sending messages via Web service or HTTP client. The communication channel is secured by Secure Socket Layer (SSL). Usually, sending messages via web service is used when a client wants to achieve a higher degree of automation. But in case of campaigns that demand greater human resources, sending messages via HTTP client is recommended.

Prior to sending to given Message Center through a dedicated, rented line (VPN), the request is first verified and formatted at Comtrade Bulk Gateway. The formatting process is performed according to the rules obtained from GSM operators.

Finally, the message is delivered to the targeted mobile phone terminal.

The client has complete control over the traffic with a clear overview and reporting subsystem hosted on SMS web portal. Among other things, it is possible to monitor statistics of sent messages in a specific time frame with associated delivery statuses. Reports on the portal users' activities are also available.

The SMS system incorporates functionality of sending scheduled messages. A sending due date can be a precise date in the futureor it can be defined with various types of recurrence. Phone numbers of the recipients can be entered manually, or picked from a previously defined address book.
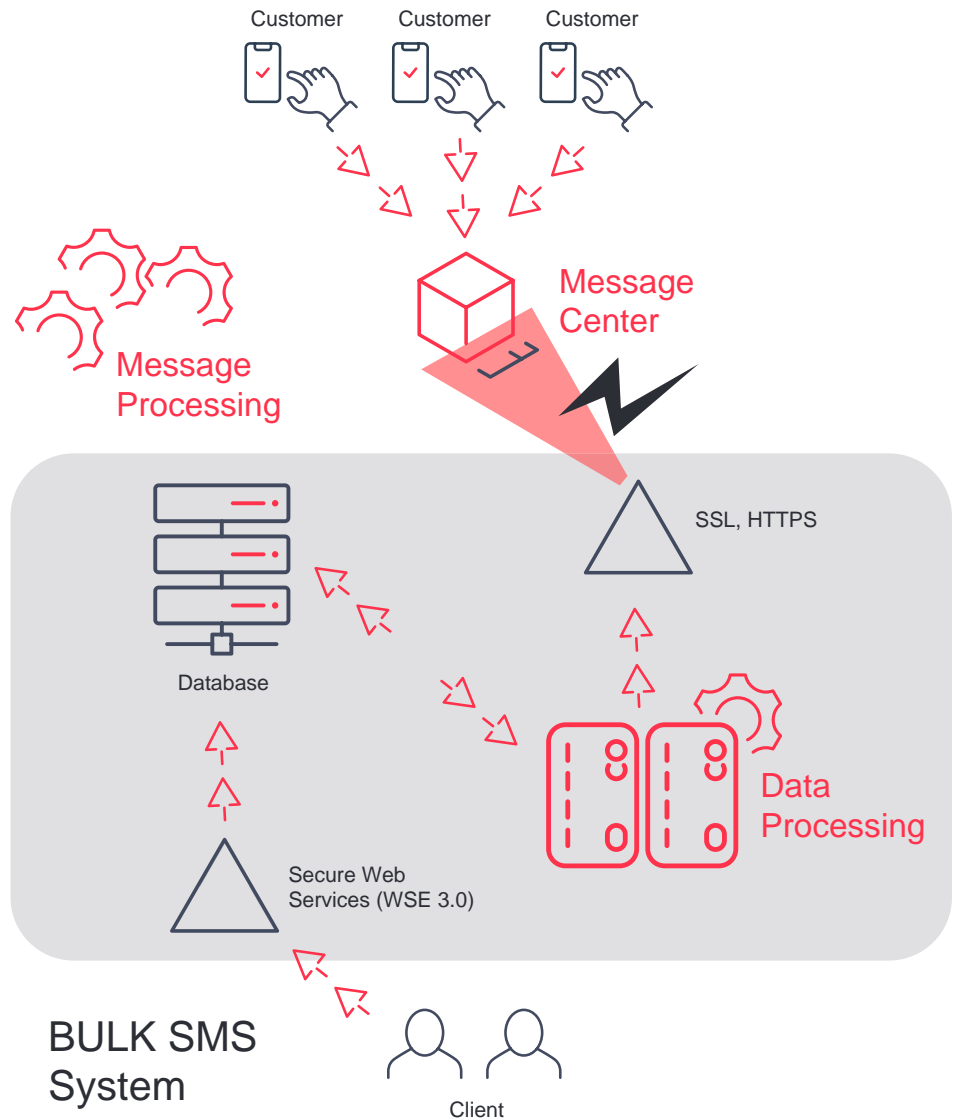
Our Solution

Being developed internally, by Comtrade SI development team, this system enables full flexibility and upgrade capability in terms of business needs specificity of each and every client. This fact alongside with modular architecture implemented using cutting age technologies, guarantees low cost of implementation with no significant effort of client's IT division.

SMS system provides safe and simple solution for direct communication, based on end customer`s free will. The system is convenient for financial institutions, e.g. banks, insurance companies, public companies etc. For example, bank collection department can perform ad hoc survey using questioner functionality of SMS system.

High level of redundancy in terms of virtual server infrastructure, back up internet links and disaster recovery location guarantees full availability of system even in case of high level incidents like natural disasters. Advanced monitoring system helps in preventing system malfunctioning or service degradation. Help desk service is available 24/7.

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SYSTEM INTEGRATION

Business benefits

- Flexible system that satisfies variety business needs.

- Clear overview and reporting

- Sending signed branded messages

- Scheduled sending Technology

- Microsoft .NET Framework 4.5

- Microsoft SQL Server RDBMS

- WCF

- MSMQ

- Team Foundation (version control)

Customer Customer Customer

Message Processing

Message Center

SSL, HTTPS

Database

Secure Web Services (WSE 3.0)

Data Processing

BULK SMS System

Client

References

- Raiffeisen Bank
- Eurobank Direktna a.d.
- OTP banka Srbija Akcionarsko društvo Novi Sad
- Generali Osiguranje Srbija a.d.o.
- ProCredit Bank
- AIK bank
- Euronet Services
- Sport Vision

- E-Smart Systems
- Službeni Glasnik
- Avon
- Banca Intesa AD Beograd
- BPŠ Banka a.d. Beograd
- Eko Serbia AD Beograd (Novi Beograd)
- Sport Time Balkans DOO Beograd
- OTP Leasing Srbija d.o.o.

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