valuefirst
always value first

ValueFirst
Enterprise Mobile Messaging

Building an effective organization

"***Deployment and usage of mobile phones for accessing EWA (Enterprise Wide Applications) is on increase due to wide coverage and cheaper communication costs***"

Why mobile enable corporate information?

Mere availability of information within the organization is not enough. What is important is also to make the information available to the employees, partners and the customers immediately when required. Today enterprise information is available on the internet, but the mobile sales force and customers do not have the luxury to access internet. With the advent of mobile phones and growing popularity of messaging services like SMS, the data can be now made available on cell phones. Despite different requirements by SME and corporate users the SMS proves to be a leading wireless communication medium that can be managed and integrated easily with existing IT environments

Bouquet of Corporate SMS applications

- Sales Force Automation
- Supply Chain Automation
- Management Information System
- Customer Relationship Management
- Enterprise Network Monitoring
- Mobile Office Applications (email etc.)

Sales Force Automation

In any organization, the field sales force is the most mobile. With **SMS enabled sales force automation**, the sales personnel, regardless of his location, can use his mobile phone to:

- Access information about price, product and stock to help him close the order on the spot
- Access particular order status information to answer customer queries and thus have a more satisfied customer
- Receive scheduled alerts about his sales performance to help him plan and manage his sales activity accordingly
- Access customer/distributor ordering and payment track record to manage a customer better

Supply Chain Automation

Integration of SMS Solution into Supply-Chain management is a **low cost tracking solution**. The system can enable the following:

- Automatic SMS alerts if any product stock falls below critical stock level
- Automatic SMS alerts for critical demand situation (i.e. demand exceeds inventory)
- Automatic SMS intimation for material dispatch
- Using SMS to check stock of a particular item irrespective of the person's location

Management Information System

SMS solution can be used effectively for following management information applications:

- Scheduled automatic **daily information capsule** to management members, regardless of their location, by SMS containing vital business performance indicators, viz. consolidated order booking (for the day. month & year), invoicing, inventory value, production figures and payment collection etc
- **Monitor real time sales figures** or any other business performance indicator (production, invoicing etc) at any time of the day, from anywhere, by sending a SMS query

Customer Relation Management

One of the important aspects of managing customer relationship is to ***'keep in touch'* with customers** and keep them informed about various aspects of their relationship with the company. Depending on the type of business, some of the SMS applications that may be deployed to manage customer relationship are as follows:

- Billing/Invoicing and payment due alert SMS
- Allow customers to access account information by SMS
- Allow customers to use SMS to track status of their orders placed by them
- Customer loyalty program information by SMS
- Broadcast information to customers about special discount offers
- Allow customers to track status of their complaints by SMS

ValueFirst's USP

- Provider of Carrier-Class Value Added Services such as delivery reports and queuing in case of server breakdown
- Redundancy of operators by virtue of being connected to more than a dozen operators and aggregators internationally
- Redundancy of servers with load balancing, failover mechanism and least cost routing
- Highly configurable products - processes can be configured on-the-fly
- Least time to market – deployment typically is done in one day
- The most scalable solution in the industry in terms of architecture
- 24 * 7 support

For further information please visit:
www.vfirst.com
or write to us at info@vfirst.com