



# Text messaging that means business

*Transform, Engage, Succeed*



## Why text messaging?

Text messaging is one of the fastest growing marketing and business communication channels. Whether you're targeting your mobile workforce, staff, customers or other key stakeholders, text messaging can offer a simple, fast and flexible channel to improve communication.



**5 Seconds**

The average time taken to read a text message



**8 times higher**

Text messaging engagement compared to email



**98%**

Text messages read, compared to 22% of email



**150 times**

The average number of times a person looks at their phone per day



**90 Seconds**

The average response time taken to a text message

## Applications



### Operational Messaging

From simple day-to-day alerting to routine notifications, text messaging offers a quick and convenient mechanism to send important information to both clients and employees.



### Customer Relationship Management

Maintaining regular contact is key to creating strong customer relationships. Text messaging reminders and updates can help keep customers informed as well reduce inbound calls and associated call-handling costs.



### IT & Systems Management

Text messaging is a great tool to help businesses effectively monitor, control, and manage various types of facilities and critical systems. By integrating text messaging with your business network, alerts can be sent to the relevant people as soon as something goes wrong, or to confirm that everything is running smoothly.



### Incident Management

A rapid and reliable communications capability plays a vital role in incident detection, evaluation and resolution, text messaging can form a key role in your critical messaging strategy.



### Field Staff Management

It's vital to be able to reliably reach your sales teams, engineers, field service workers, on-call or rota staff, facilities or security personnel. With our text messaging and location services, it's never been easier to keep staff informed or improve response times.



### Business Continuity Planning & Disaster Recovery

Regardless of the scale of the event, be it local, regional or on a national level, text messaging can be a highly effective communications channel between you and your staff during an emergency.

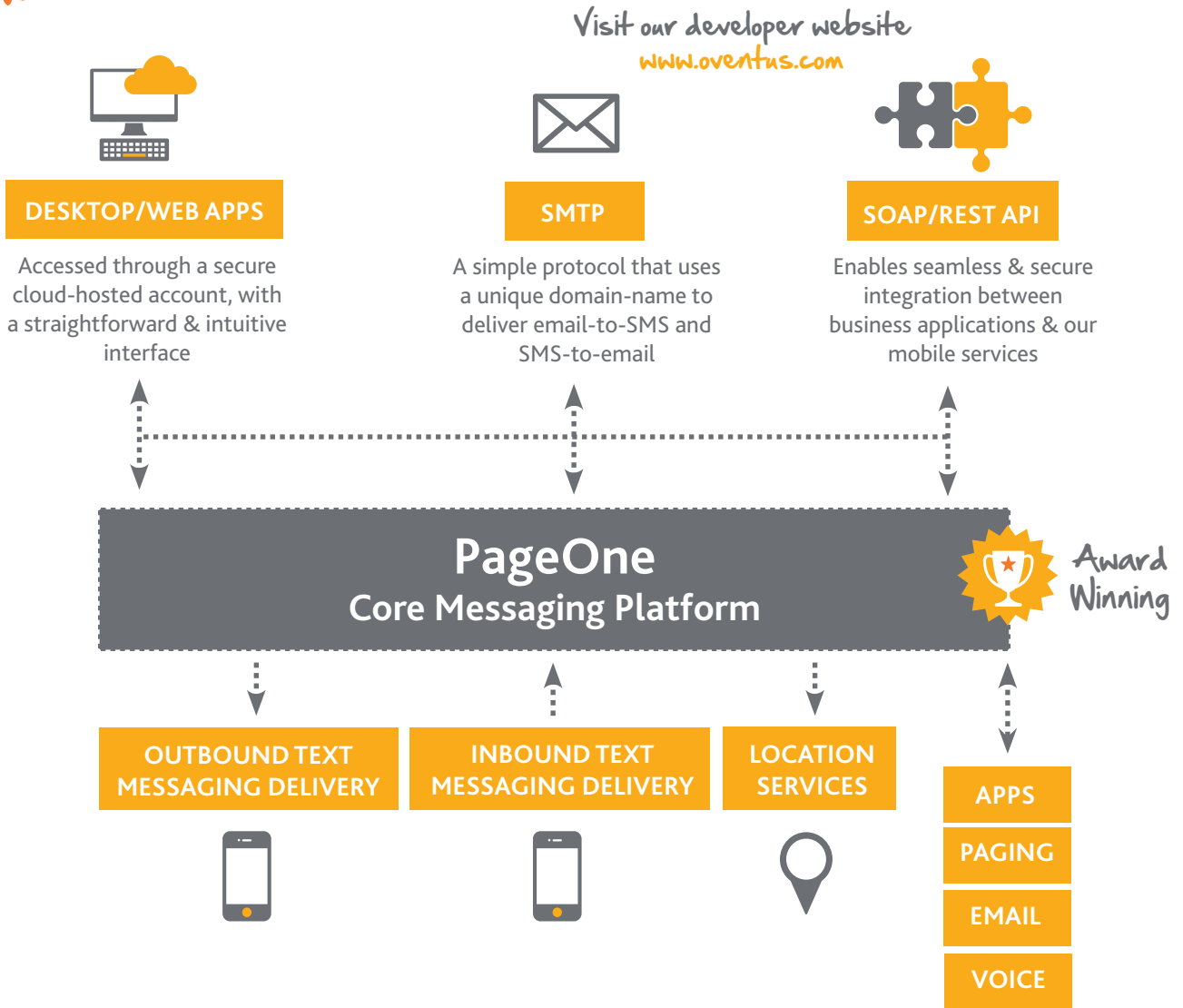


### Staff Communication

Text messaging can help your business deliver effective communication and keep employees engaged. From critical alerts to updates, surveys and company announcements, text messaging can help to maximise the efficiency of your corporate communications.

## Our text messaging solution

How we do,  
what we do...



## Features



Address book



Group messaging



Scheduled messaging



Message log



Real-time reporting



MS Excel plug-in



Template creation



Two-way messaging



MS Outlook messaging



Delivery confirmation



Campaign management



Mobile friendly

## Why PageOne?

PageOne has been delivering award-winning business messaging services to the corporate and public sectors for over three decades. Our approach to security and resilience has led to us being selected as an approved supplier on the Crown Commercial Service (CCS) Network Service Framework Agreement RM1045, with government organisations including the NHS, blue-light emergency services, government and the MOD all entrusting messaging services to PageOne.

PageOne's reputation and pedigree has been built on a consultative approach to helping clients transform operations by integrating mobile messaging into business systems and processes. Our support for different networks and technologies allow us to offer an agnostic or multi-channel approach to helping organisations improve communications, and our in-house development and support teams mean we can often tailor solutions to best fit our clients needs.

- ✓ Government approved - N3 Connected
- ✓ ISO27001 - Data security & protection
- ✓ ISO14001 - Environmental management
- ✓ Support for a range of API's
- ✓ Network independence
- ✓ High-capacity & throughput levels
- ✓ Support for multi-channel messaging
- ✓ Superior technical and customer support

## Some of our clients...

**CAPITA**

**Sainsbury's**

**Capgemini**  
CONSULTING. TECHNOLOGY. OUTSOURCING

  
HM Passport  
Office



**Coventry University**



**IBM**

**NetworkRail**



**NHS  
England**

**Transport  
for London**