




2sms Financial Services

About 2sms

2sms allows business customers to send text messages from your computer to cell phones anywhere in the world. We help customers improve operations, demonstrate duty of care, and react more responsively to customers.

Text messaging reaches more people than email and faster than calling.

- ✓ To learn more - www.2sms.com
- ✓ Want a No cost No obligation trial account? – www.2sms.com/register.aspx
- ✓ For technical information - www.2sms.com/software.aspx



For Help, call 2sms on 877-276-7266 (USA), 0800 65 222 77 (UK) or +44 1234 757 800 (Rest of World) or email support@2sms.com. Support is available 24/7.

Overview

2sms enjoys the business of Financial Services customers who rely on 2sms to provide a highly available SMS service. Text messaging can be used to reach 1.7 billion cell phones worldwide. Where you need to communicate quickly to a group of employees, suppliers or customers, text messaging delivers benefits over email and voice calls.

Customers benefit from:

- Fast message delivery to cell phones worldwide
- ISO17799 certified supplier (Information security)
- Redundancy and resilience of platform
- Fast deployment
- Instant ROI
- 24x7 customer service toll free phone/email



Certifications

Owing to the sensitive nature of the information transmitted, Financial Services industry customers value the ISO 17799 certification (Information Security), registration with the Data Protection Registrar and the Investors in People Award. 2sms's commitment to privacy is demonstrated by its TRUSTe licensed privacy statement, which includes EU Safe Harbor compliance and license.



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Solutions used:

2sms offers a range of 25 software solutions and offers support with enabling these to work with customers existing systems. These solutions include:

- 2sms website
- Excel / Outlook add-ins
- XML for back end integration with existing IT systems
- Portal add-ins for Oracle, IBM Websphere and BEA WebLogic
- A pager replacement service written to be used on Companies existing SNPP software

Financial Services

Customers

Abbey, Alliance & Leicester PLC, American Express Financial Serv Europe Ltd, Bank of America, Bank Of Ireland Business Finance, Bank of Tokyo Mitsubishi, Cantor Fitzgerald International, Citigroup, Deutsche Bank, Investcorp, JP Capital International Limited, Legal & General, Lloyds TSB, Mizuho Corporate Bank, N M Rothschild, National Australia Bank, Prestige & Power, Provident Plc, Renault Financial Services, Siemens financial Services, Sirius Financial Solutions plc, Skipton Building Society, Standard Life, Zurich, WorldPay

Typical uses:

Bank Account Management

- Information on the account balance, debt etc.
- Statement request
- Lost payment card
- Last 5 transactions
- Balance transfer

Financial Services

- Marketing to mobile
- Stock alerts
- Financial / Market updates



Case Study

An Investment Bank uses third party software to monitor key trading platforms. This software alerts IT engineers if the trading platforms are experiences service delivery problems. These alerts were being sent out via email, which relied on the IT engineers checking their email regularly. Even with the introduction of mobile email on Blackberry, Palm and Windows Mobile devices, the response times to incidents were below SLA requirements.

By providing an email to SMS gateway, the monitoring software was now able to send SMS alerts directly to the cell phones of the IT engineers.

The outcome of this project was improved response times, faster call ins from remote IT engineers to the help desk to confirm job tickets, and reduced systems outages. The ROI was instant.

Further Information

Further information can be found at www.2sms.com/documents
Or, contact support on 877-276-7266

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