

2sms.com

2sms Healthcare

About 2sms

2sms allows business customers to send text messages from a 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 is 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 Healthcare industry 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, Healthcare 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 which enables them 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

Healthcare Industry

Customers

National Health Service (Equivalent of Medicare), London Ambulance Service, National Blood Service, BUPA (largest private healthcare provider in UK), Several City hospitals, Glaxo SmithKline and Roche

Typical uses:

Contacting staff

- Surgeon is delayed, please re-schedule
- We need senior nurses for Friday shift
- Emergency over, please return to work
- Meeting has changed now in room 412
- Your trip tickets have arrived; details on email
- Servers down, service out for 45 minutes

Contacting the public

- Wreck on Interstate 95, please use I-75
- Blood stocks low, please call health center to donate
- Missing: Sally, 125 pounds, on medication



Case Study

The Problem

A large healthcare service needed an easy to use and reliable way of communicating quickly with staff that were increasingly mobile or away from their office. Any delays in communication meant that some people lacked vital information they needed to do their job. They therefore needed a quick and easy solution which would enable them to communicate with the public in the case of emergency situations.

Customer Comments

"For the last 3 years we have used the service for communicating urgent business and operational issues. Some concerned software and hardware issues and some related to low blood stock levels. We run a life saving, vital public service and any delays in communication are not acceptable for us and those we serve. Getting text messages direct to the mobile phone has improved our productivity and avoids wasting time making phone calls".

Further Information

Further information can be found at www.2sms.com/documents

Or, contact support on 877-276-7266

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