

2sms.com

2sms Insurance

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 Insurance 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, Insurance 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

Insurance Industry

Customers

Zurich Financial Services, Standard Life, Insurecom Ltd and Money Supermarket

Typical uses:

Systems Management & Management Information :

- Business unit 3Q results. Rev \$123m Exp \$72m, Profit \$51m 4% > Prior Year, 16% > budget

Client / Customer alerts :

- Your claim number is X004, please quote this when calling to arrange an appointment.
- Your insurance quote is \$400



Case Study

An Insurance firm wanted to add a text messaging feature to alert their staff and clients of information regarding claims, quotes and general communications. They were aiming to improve their communications so that staff and clients would receive real time information, in a way which was easily accessible and convenient.

2sms provided the legal firm with the 2sms Excel solution and 2sms Desktop Client, which enabled the office team to immediately send a message to a client from the desktop function or send an internal communications message to all staff directly from an Excel spreadsheet which held all staff cell numbers. This enabled text messages to be sent out easily to a specified group of people, to provide them with valuable information in a matter of minutes.

The use of 2sms service resulted in improved communication time of critical changes that staff needed to be made aware of. It is treated as a common tool not only for general communications to our clients but also as a daily process tool for our staff.

Further Information



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



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