

SGP Get the (Text) Message Across

Submitted by: Alison Hall PR

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SGP Property & Facilities Management is using an Avanquest text messaging solution to communicate with their clients. SMS has improved customer service for SGP – delivering information to clients in a simple, unobtrusive and timely manner.

SGP provide outsourced property and facilities management services to clients throughout the UK and Ireland. IT systems are a key component of the support services delivered and the vital link between SGP, clients and contractors.

Their 24/7/365 helpdesk deals with queries relating to around 50,000 properties in the UK. Keeping their clients up to date with potential issues is paramount.

As mobile phones are now common place within business, SGP decided that a good way to get an important message through to clients, without waking them or interrupting their meetings, was via text messaging.

Text Message Server works with almost every business application, 'straight from the box', with the additional API (Application Programming Interface) covering any required 3rd-party software integration.

Lee Pantling, IT Director SGP Property and Facilities Management said “The installation and then integration of Text Message Server into our helpdesk software was extremely simple. Within hours we had a test version running successfully which easily enabled us to amend our code to provide the required updates on logged work requests for our clients.”

SGP are now designing a full rules-based notification system which will enable them to inform clients by SMS, Fax or email if certain criteria are met when creating or amending a work request. For example, clients can choose to only receive updates when a store isn't trading or where a property has asbestos present. The system will be completely bespoke to meet each client's requirements.

SGP are also working on a trial for handling incoming SMS updates so that contractors will be able to send a text message from a site telling them a work request has been completed, providing even quicker, more accurate statistics for their clients.

“The feedback we are getting from our clients, following implementation of this service, has been excellent” said Lee. “So many systems these days are over complicated to install, administer and to integrate into, but this one was a breeze. As text messaging is now widely recognised as a valid business tool, I foresee many instances where we can improve the service to our customers by integration of this software into other client facing applications.”

Further information about Text Message server can be found at <http://www.textmessageserver.co.uk>

If anyone would like an live demo of Text Message Server, please get in touch with Jeanette Fennell at Avanquest – Email jfennell@avanquest-solutions.co.uk or call 01962 835053

Press Information:

Alison Hall
Email: ahall@avanquest.co.uk
Tel: 01752 241464
Mobile: 07899 986932

