



## SMS for Housing Associations

Text messaging is a key communications tool. Research shows that over 94% of text messages are read, making SMS one of the most effective ways of communicating in today's society.

At Avanquest we have worked closely with a number of public sector organisations to add this powerful and yet cost-effective messaging medium to their business network. Some of the initiatives that have been implemented are detailed below, but the possibilities are endless.

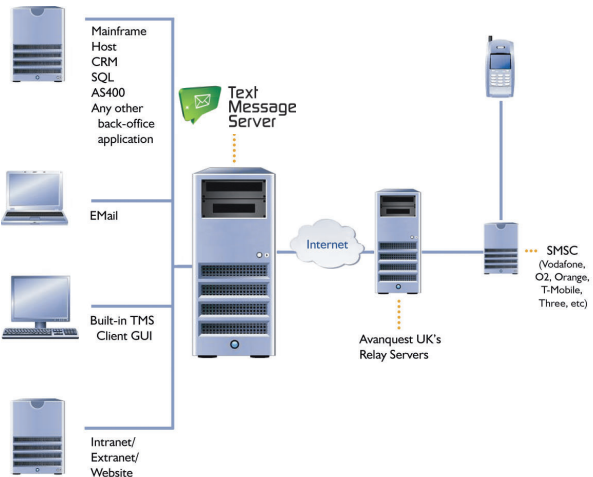
### Features:

- Send and receive SMS messages from within any email client - MS Outlook, Lotus Notes, GroupWise
- MS Outlook Plug-in
- Allocate SMS DDI numbers to users or departments for seamless two way texting
- Message delivery/failure notification
- SMS Printer Driver, send from Excel, MS Business Objects & Word
- Integration with any back office system including NonStopGov and SoftwareAG
- No new hardware required
- One off system licensing cost

### Benefits:

Reduce operating costs ... with Text Message Server

- Notification to clients for scheduled maintenance work including Gas & Electric checks. Reduce the number of missed and cancelled house visits.
- Ad hoc messaging to maintenance teams.
- Notification to tenant regarding rent reminders. Reduce rent arrears enabling better cash flow.
- Housing Bidding. Improving services to customers.
- Vehicle maintenance reminders.
- Emergency Planning. Office closed, fire alarm drill, network down ...
- Ad hoc messaging to colleagues.



### About Avanquest ProcessFlows:

A leading provider of software solutions that automate business processes and improve communications. We offer expert advice, provide system integration, installation and training with a first class support structure and customer care programme.



For further information please contact Avanquest Sales on 01962 835053 or email [sales@processflows.co.uk](mailto:sales@processflows.co.uk)