

## SMS for the Legal Sector

Telephone-based short-messaging service, or SMS to give it its full name, has grown up, donned a suit and marched straight into the board room of many commercial organisations. Make no mistake about it: SMS is potentially a powerful medium for any business and its power stems from its ubiquity.



### 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 MS Business Objects, Word and Excel

No new hardware required - shared resources

One off system licensing cost

### Benefits:

- **Fast, efficient and accurate** – type a text, hit the button and receive a delivery notification. Your message gets sent directly to a colleague in court, a colleague in a meeting or to a client confirming conveyance completion.
- **Cost Saving** – text messaging is cheaper than a phone call – via the ProcessFlows Relay Service messages can be as little as 5p per text – a fraction of the price of calling a mobile from a land line.
- **Archiving** – every text you send and receive is stored either on Text Message Server SQL database or in your email archive – so there is a permanent record; as part of a compliance path or audit trail, text archiving is essential.

- **Responsive** – morning briefing reminders, schedule information, blanket conference reminders, meeting reminders, server system alerts.
- **Compliance** – Freedom of Information, Sarbanes Oxley, and International Accounting Standards – every modern business has to comply with one or more Acts. Controlling text within a business, linking it to workflow, archiving along with faxes and emails are essential steps – and at ProcessFlows we have twenty years experience in helping business and commerce to streamline their processes.

*“I sit in front of my email inbox for much of my day sending emails. Now I can send texts from Outlook too – and not only send, I can receive replies as well. Whenever one of our technical analysts finishes at a site they text back to the office with the call result. Text Message Server automatically distributes the result and updates the client record in our CRM system.”*

**Quotes Chris Thompson, ProcessFlows CEO**

*“To maintain our business strategy, we proceeded to implement Text Message Server as a value added extra facility, that assisted the mobile workforce who needed support for mobile phone devices.”*

**Derek Southall, Partner and Head of Strategic Development at Wragge & Co.**

### About 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.



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