

SMS for Local Government

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 ProcessFlows 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

Overview:

Recent e-government directives have meant that many Public Sector bodies are looking at using new technologies to enhance communications and services for their constituents. Many local councils have recognised this and are using SMS messaging to communicate effectively with their communities.

Public Reporting

Residents can send messages to the council via SMS which can be automatically routed to the relevant department to action helping to reduce calls to the call centre or main switch board. For example:

- Reporting graffiti and vandalism
- Faulty street lights
- Anti-social behaviour
- Fly tipping

Information Services

Residents can subscribe to, or request one-off information updates on a number of services:

- Local public transport timetables and journey information
- Local traffic reports
- Resident/neighbourhood group updates
- Job alerts
- Recycling/waste collection

SMS Notifications

SMS can be used to send reminders to inform residents and members of:

- Council tax payments
- Library book availability, returns and renewals
- Availability and booking of leisure facilities

Payment Confirmations

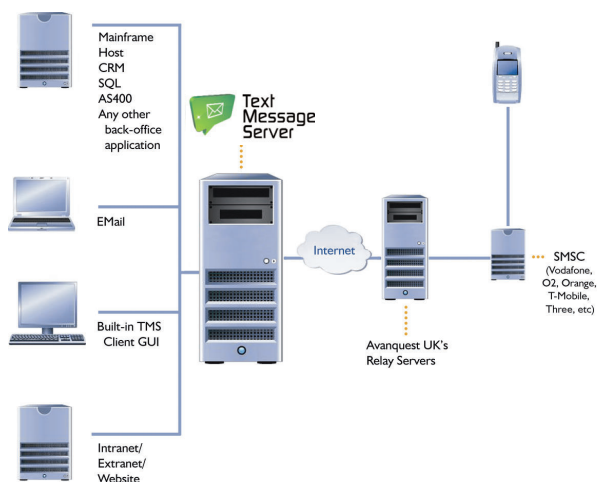
Councils can add value to existing on line payment services by sending SMS notifications to confirm payment of:

- Council tax
- Benefits
- Parking fines

Residential Services

Councils can improve communication and reduce costs by automating many processes.

- Emergency Planning
- Planning application notifications
- Works Department appointment reminders
- Cultural Services
- Green Space Management



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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