



Do More with MESSAGEmanager

MESSAGEmanager SMPP and SMS Global

Staying informed and communicating in a timely manner is crucial in today's difficult business environment.

SMS (Short Message Service) is an innovative, convenient and cost-effective way to stay in touch with the office when you are on the road.

Short Message Peer to Peer (SMPP) is an open, industry-standard protocol for sending text message (SMS) data over the Internet. It is used primarily for connecting third-party services with SMS centers, enabling automated SMS services. It is also used to link SMS center gateways, enabling inter-carrier messaging.

MESSAGEmanager SMPP SMS provides you with key, business time critical information as it happens, in order that you can make better business decisions and respond to events before they become problems. When you are out of the office MESSAGEmanager can alert you to the arrival of important email and voice mail in your mailbox and remind you of Exchange and Domino task and calendar items enabling you to instantly respond to customer requirements.

MESSAGEmanager SMPP SMS extends the reach of enterprise information systems providing customers and clients with information such as flight schedule updates, changes in financial and stock data, emergency.

Capacity and Throughput

The maximum message capacity for MESSAGEmanager SMPP SMS configuration is 100 messages per second as opposed to approximately one message every 7 seconds on a GSM modem.

Receiving SMS Messages

Each MESSAGEmanager Server is allocated a default MSIDN (Mobile Subscriber Identifier Number) which functions as the 'To' phone number for received messages. On receipt of the message, MESSAGEmanager Server may be configured to:

- Automatically route the message to a user's email inbox based on a dialed number; or
- Forward all received SMS messages to a nominated email inbox; or
- Forward the message to an application

MESSAGEmanager SMPP SMS can service multiple MSIDNs.

Administration

SMS is configured and managed via the SMS Snap-In which can be local to the MESSAGEmanager Server or installed remotely.

The status of messages can be checked and administered with the Queue Manager. The Report Manager produces graphical and detailed reports on all messages.

About SMS

- Short Message Service is the ability to send and receive text messages to and from a mobile phone.
- Text messages can be up to 160 characters in length.
- SMS is available from most telecom network carriers including Telstra, Optus, Vodafone and Telecom NZ.
- SMS is a store and forward network service i.e. messages are not sent via directly from the sender to the recipient but via an SMSC (SMS Centre). The SMSC will attempt to deliver a message for up to 7 days.
- Messages are delivered when the mobile device registers or roams onto a network that supports SMS.
- SMS messages can be sent across networks where a roaming agreement exists ie a message originating on an Optus network will be delivered to a Vodafone or Telstra mobile.
- Carriers do not provide service level guarantees on mobile networks.
- The sender's mobile number is automatically sent with the message text. This enables two-way messaging between the sender and the recipient.

Messages can be received on GSM, CDMA and TDMA phones and pagers.

SMS Global

SMS Global provides Connections to more than 340 mobile (GSM, TDMA, CDMA) and selected fixed line operators around the world and MESSAGEmanager provides the integration with IT applications and secure connection to SMS Global.

MESSAGEmanager Solutions has partnered with SMS Global to provide a secure cost effective two way SMS solution that integrates seamlessly with your IT applications.

- Send SMS from email (e.g. Outlook or Notes) and receive reply to users mail box or phone.
- Receive SMS into email or into an application.
- Uses Active Directory or Notes Address Book for managing SMS access and reply mobile phone numbers.
- Where the delivery receipt notification is available from the carrier, optional delivery receipt notifications emailed on successful/failed delivery of SMS - to a central mailbox only.
- Multiple accounts can be created for multiple MESSAGEmanager Servers or the one account can be used for multiple MESSAGEmanager Servers.
- Queue Management from MMC console or Web browser.
- Reports details of every outgoing and incoming message by hour, billing code, sender.
- Assists with corporate governance requirements with an audit trail every message sent and received -all messages archived in a central SQL database.
- Over 99.7% messages are delivered within 30 seconds, regardless of the volume of simultaneous messages being sent.
- Email alerts sent on system outage, or when less than x credits remain (50 messages by default or configurable number).
- There is no charge for receiving SMS to one central number, i.e. the MSISDN which is provided as part of the account setup.
- If requiring 2-way from email or wishing to publish different mobile numbers for different applications, additional MSISDNs need to be purchased. MSISDNs are virtual mobile numbers which are used to deliver messages to MESSAGEmanager for routing to users or applications.
- There is no additional charge for international messages and no minimum monthly charges.

The agreement for purchasing and managing SMS messages is between SMS Global and customers. SMS Global Terms and Conditions are available at <http://www.smsglobal.com.au/termsfuse.html>.

SMS Global works on a prepaid basis. You can purchase credits with a credit card - MasterCard, Visa and Debit cards are accepted or via bank deposit or electronic funds transfer to SMS Global account <http://www.smsglobal.com.au/mobileworks/signin.php>

SMS transmission prices in Australian dollars including GST are:

Quantity	Price Per SMS	Total Cost
10	\$0.10	\$1
100	\$0.10	\$10
200	\$0.10	\$20
500	\$0.10	\$50
1,000	\$0.10	\$100
2,000	\$0.10	\$200
5,000	\$0.10	\$500
10,000	\$0.10	\$1,000
25,000	\$0.09	\$2,250
50,000	\$0.08	\$4,000
100,000	\$0.07	\$7,000
250,000	\$0.06	\$15,000
500,000	\$0.05	\$25,000

Each additional MSISDN purchased costs AUD25 per month.