

# SMS SYSTEM BY COMTRADE

*Comtrade SMS is a classic form of direct communication with customers that provides the ability to send full variety of information with complete automation and the highest level of security. The system enables you to deliver SMS messages to mobile phones almost anywhere in the world.*

## CHALLENGES >



### > Solution overview

- SSL secured communication channel
- Web service architecture facilitates easy system enhancement
- Message buffer implemented using MSMQ provides guaranteed delivery even in case of network problems
- Flexible solution architecture designed and implemented by Comtrade development team can satisfy clients

A client requests sending messages via Web service or HTTP client. The communication channel is secured by Secure Socket Layer (SSL). Usually, sending messages via web service is used when a client wants to achieve a higher degree of automation. But in case of campaigns that demand greater human resources, sending messages via HTTP client is recommended.

Prior to sending to given Message Center through a dedicated, rented line (VPN), the request is first verified and formatted at Comtrade Bulk Gateway. The formatting process is performed according to the rules obtained from GSM operators.

Finally, the message is delivered to the targeted mobile phone terminal.

The client has complete control over the traffic with a clear overview and reporting subsystem hosted on SMS web portal. Among other things, it is possible to monitor statistics of sent messages in a specific time frame with associated delivery statuses. Reports on the portal users' activities are also available.

The SMS system incorporates functionality of sending scheduled messages. A sending due date can be a precise date in the future or it can be defined with various types of recurrence. Phone numbers of the recipients can be entered manually, or picked from a previously defined address book.

## ABOUT COMTRADE

## ABOUT COMTRADE SYSTEM INTEGRATION

Comtrade is a leading IT organization in South East Europe specializing in the fields of IT solutions, system integration and hardware distribution. With more than 900 satisfied customers and offices across Europe and the USA, Comtrade has become a recognized name on the global stage. Founded in 1990, Comtrade now employs over 1,500 business and IT experts, including 1,000+ software engineers. With a proven track record of delivering IT solutions and services that help reduce business complexities and costs, we are a trusted technology partner to medium and enterprise businesses.

Comtrade System Integration is focused on helping businesses enhance performance and efficiency through our innovative system integration services. The company was founded in 2001 and employs more than 200 IT professionals with top industry certifications. Through our partnerships with global technology leaders, including Microsoft, Oracle, IBM and EMC we offer premium IT products, professional services and expertise in design, development and integration of systems and applications. Over the years, our portfolio has grown to include networking, virtualization, data migration, infrastructure software solutions and other services.

## OUR SOLUTION



### > Business benefits

- Flexible system that satisfies variety business needs.
- Clear overview and reporting
- Sending signed branded messages
- Scheduled sending

### > Technology

- Microsoft .NET Framework 4.5
- Microsoft SQL Server RDBMS
- WCF
- MSMQ
- Team Foundation (version control)

### > References

- Raiffeisen bank
- Eurobank EFG.
- Findomestic, member of BNP Paribas
- Vojvođanska banka, NBG Group
- ProCredit Bank
- Societe Generale Bank
- Piraeus Bank
- AIK Bank
- Euronet Services
- Delta Generali
- Sport Vision
- E-Smart Systems
- Službeni glasnik
- Elektrovojvodina
- Fiat Serbia
- Delta Sport
- Avon
- Verat Net
- NIS
- Online Consulting
- And more than 50 other companies



Being developed internally, by Comtrade SI development team, this system enables full flexibility and upgrade capability in terms of business needs specificity of each and every client. This fact alongside with modular architecture implemented using cutting age technologies, guarantees low cost of implementation with no significant effort of client's IT division.

SMS system provides safe and simple solution for direct communication, based on end customer's free will.

The system is convenient for financial institutions, e.g. banks, insurance companies, public companies etc. For example, bank collection department can perform ad hoc survey using questioner functionality of SMS system.

High level of redundancy in terms of virtual server infrastructure, back up internet links and disaster recovery location guarantees full availability of system even in case of high level incidents like natural disasters.

Advanced monitoring system helps in preventing system malfunctioning or service degradation. Help desk service is available 24/7.

