

## ExtraFax and SMS

DOMINO 8 READY

### Large public transport company relies on ExtraFax to keep costs down

Drivers working for one of Italy's largest public transport companies no longer need to visit the office to manually copy down their schedule thanks to the SMS feature found on ExtraFax. With schedules that change weekly, and sometimes daily, drivers were frequently required to make a trip into the office to check their schedules on a bulletin board. Using the ExtraFax server, the scheduling office now sends SMS messages with individual schedules directly to their drivers' mobile phones. The implementation of ExtraFax SMS has allowed the company to save a substantial sum of money by decreasing the total amount of overtime pay issued, while providing them a communication tool that is completely mobile and operates in real-time.

### ExtraFax SMS helps save lives

With plants in Italy and sales office around the world, a large bio-medical equipment manufacturer has successfully deployed the ExtraFax SMS feature allowing them to send repair orders to their technicians working in the field. When a hospital or medical clinic places the call that their ultrasound or MRI machine has gone down, time is of the essence. With ExtraFax SMS, the process for logging repair tickets and getting a technician on site has become greatly simplified. Call center operators complete an e-mail form with details of the problem; a repair ticket is generated and automatically sent to the proper technician via SMS. By using SMS to relay repair tickets, call center operators are able to send more detailed messages to the technicians and where necessary, ExtraFax will automatically generate more than one SMS. This new process (compare to old process where call center operators were required to call service technicians), allows technicians to provide speedy service and get vital equipment back online. Additional benefits include reduced operational costs, as sending SMS is often cheaper than placing a telephone call and the SMS can be retrieved at a later date for reference. The company is now able to keep and analyze detailed records of all service tickets that are issued, helping them to ensure they are providing their clients with quality service.

### Large department store chain benefits from integrating sales reports with ExtraFax

Area managers for one of Europe's largest department store chains experience true freedom thanks to ExtraFax. A large department store chain with stores all across Europe has successfully integrated ExtraFax with their in-house sales report software. The integration allows area managers to receive updated summary and statistical sales information regarding their shops in real-time using ExtraFax SMS. No longer required to go into the office or connect to the internet to retrieve sales data, area managers are able to make decisions quickly and with ease. In the post-integration environment, the company has reported an increase in productivity that is directly linked to the use of ExtraFax SMS.

Download a free trial version at [www.extracomm.com](http://www.extracomm.com)