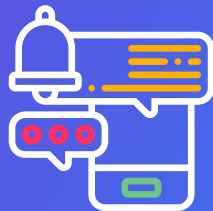


# NetSMS

Personalised, connected experiences that streamline communication quickly through SMS



The always connected world demands increases in mobility and flexibility. This has driven change towards mobile phones, the place where customers spend most of their digital time. Britannic's NetSMS can help you support this demand.

## What is NetSMS?

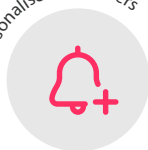
It is a hosted messaging gateway service enabling you to send plain text SMS messages from your email to any mobile number. NetSMS is a powerful tool when used as part of an omnichannel communications strategy and is a highly valuable way to even out peaks by use of self-service and automated channels.

## Uses include

Automated workflows



Personalised reminders



Customer service requests



Identification and verification



Mass broadcast



## Enhance your CX

Provide messages to confirm orders, notify stock availability, requests, requirements and enquiries direct to customer's mobile phones allowing two way conversation. Personalisation is key.

## Instant omnichannel tool

Integrate SMS messaging into campaigns with promotional offers and direct focused contact against customer databases. You can combine SMS marketing with email, social media, and other platforms. Ensure consistent messaging across all channels and touchpoints.

## AI interactions

AI-driven personalisation increases campaigns' efficiency, allowing for smarter targeting and more relevant interactions. This enhances customers' experiences and helps businesses scale their communication.

## Smart messaging

Integrate technologies and leverage customer data platforms, marketing automation tools and analytics software. Collect customer behaviour, interactions and insights into engagements, conversations and responses.

## Message scheduling

Set up reminders using workflows/process triggers to notify existing customers of contract renewals or appointment confirmations. Trigger different messaging channels depending on type and urgency of the message.

# 73%

of brands say they intend to increase personalisation efforts in 2024

Source: Customer.io  
The State of Messaging Report 2023

### Business Benefits



Significant cost savings



10 x faster communication



Reduce admin time



Choice and flexibility



No hardware or software costs



Consistent agent experience



Meet customers' accessibility needs



Get feedback quickly and easily

## NetSMS's key features



### Solo or scaled

Single or multiple users, inbound and outbound messaging



### Integration

Compatible with any email system or format. Allowing helpdesk and CRM connectivity



### No hidden costs

Monthly messaging allowance for ease of billing and allocation



### Delivery assurance

Free delivery reports to confirm the messages have been delivered



### Make an impact

Target multiple recipients for mass broadcast or mailshot style messaging



### Two way text

Exclusive dedicated numbers available for bi directional messaging

# Talk to the solutions people.

Britannic is an award-winning consultative technology partner in business communications, systems integration, digital transformation and managed services. Their leading technical expertise and consultative approach has helped UK businesses to digitally transform their contact centres, customer experience, and communications with innovative technologies and services such as: Conversational AI, Workflow and Process Automation, Omni-channel communications, Interaction Analytics, Next Generation Networks and SIP Routing, UCaaS, CCaaS, and Video Interaction Management, to increase efficiencies, personalise interactions, introduce automation and reduce costs.

[Book a demo with a member of our team today!](#)