Enterprise Messaging Solutions
SMS, fax, e-mail, push or voice message

test for free
ecall.ch

swiss made software
+ hosted in switzerland

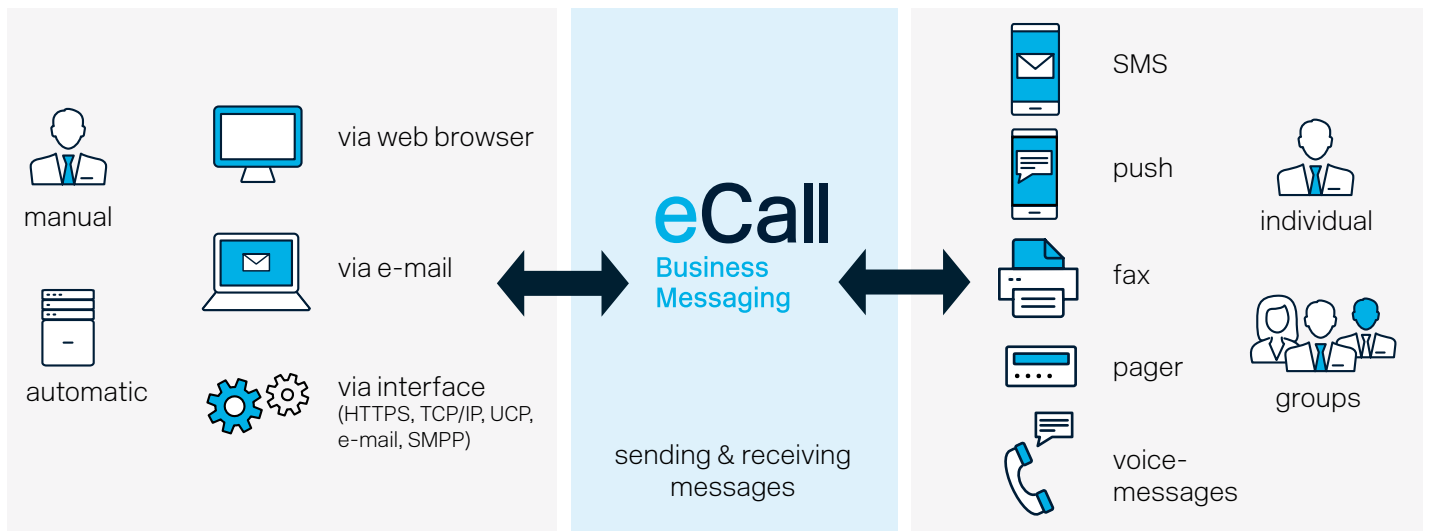bsi. ISO/IEC 27001 Information Security Management

GDPR compliant

We connect businesses with people.

eCall
Business
Messaging

Our messaging service automatically puts you in direct contact with your customers, employees and partners. Thanks to our flexible and powerful SMS and fax portal with various interfaces, you can easily connect eCall to your own applications, software programs and websites.

This is how it works.

1 By e-mail, SMS, in your browser or via an interface from your own system: you compose the message and select the recipients.

2 Our ISO-certified system receives your message and sends it on to the recipients using the most reliable and fastest route.

3 You can track the status of your messages in the logbook and receive an overview of messages sent in the past.

manual

via web browser

automatic

via e-mail

via interface
(HTTPS, TCP/IP, UCP, e-mail, SMPP)

eCall
Business
Messaging

sending & receiving
messages

SMS

push

fax

pager

voice-
messages

individual

groups

SMS portal

✓ Direct connection to leading Swiss and international providers

✓ Individual SMS sender (number or name)

✓ Easy to connect to own business software

Fax portal

✓ Fax transmission with individual sender information

✓ Data security on Swiss servers

✓ Encrypted data transmission (HIN mail, etc.)

Additional services

✓ SMS and fax reception via **virtual numbers**

✓ «**High Privacy**» function for sensitive personal data

✓ With «**SLA Premium**», 365-day support around the clock

SMS – efficient customer contact

98 % Opening Rate

96 % of smartphone users use SMS

45 % Interaction Rate

90 % of SMS are read within first 3 minutes

36 % CTR

eCall
Business Messaging

Your solution for high-quality business communication.

How to use eCall.

Customer information

Appointment reminder
Reduce missed appointments by
up to 50 % and prevent loss of sales.

Reservation and booking confirmations
Confirm quickly and easily
and prevent „no shows".

Delivery status and order processing
Improve customer service and achieve
more efficient delivery processes.

Search subscriptions
Inform interested parties about property,
vehicle or job advertisements.

SMS surveys
Ask customers and patients about
quality after interacting with them.

Marketing
Provide information about special
offers and birthday discounts.

2-factor authentication and OTP

Customer data
Protect customer data
against third party access.

Secure access
Assign one-time passwords
for Wi-Fi and apps.

eBanking and customer portal
Secure the login and
confirm withdrawals.

Employee information

Deployment planning
Provide information to field service
staff and organise temporary staff.

Organisation
Information on mobile workplaces
and project deadline reminders.

Information
Notify and mobilise the on-call
team when events occur.

There are plenty of good reasons for eCall.

100% Swiss made software and support
Your data remains in Switzerland.
And we guarantee you personal support.

Leading provider of business messaging
Over 25 years of experience in the Swiss market.
And we are of course GDPR-compliant.

Reliable and secure service
Over 99.8% availability.
We only cooperate with premium providers.

High level of usability
Simple implementation and application
via browser and interfaces.

eCall is used by over 15,000 customers from a wide range of industries

sanitas   UBS   Pfister   Kantonsspital Aarau   MIGROS   SBB CFF FFS

F24 — Your reliable partner for emergency notification, crisis management and critical corporation communications.

F24 is the leading software-as-a-service (SaaS) provider for emergency notification and crisis management (FACT24) and for sensitive and critical communications (eCall) in Europe. With FACT24, F24 offers a highly innovative solution and helps customers all over the world to successfully and efficiently manage incidents, emergencies and critical situations. F24 AG is the first and only non-American provider listed in the latest Gartner Report for emergency/enterprise mass notification services (EMNS).

With its headquarters in Munich, Germany, the company is subject to German data protection laws and regulations and hosts its FACT24 SaaS system exclusively in German data centres. Furthermore, applying a variety of additional measures, F24 ensures added protection for both national and international FACT24 customers alike. Enterprises that select FACT24 are ideally prepared for any threat scenario, data protection and security included, of course.

F24 Schweiz AG (founded in 1992 as Dolphin Systems AG) with offices in Wollerau (Canton Schwyz) is member of the F24 Group since 2016. With eCall, the company has more than 25 years of experience in implementing telecom and IT solutions on the Swiss market. The eCall platform offers solutions for high-volume communications of critical to confidential content in the business environment.

For additional information, please contact us at any time via our website www.f24.com.

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