

Business Messaging

Smart. Easy. Integrated.



Text Messaging, Fax & Push Mail.



SMS services

- **SMS Gateway:** integrate text messaging functions into software and web applications
- **mTAN:** send transaction numbers by SMS and voice to cell phones for 2-factor authentication
- **Online SMS:** send and receive online SMS messages from a PC via our website
- **Email SMS:** send and receive SMS messages using Outlook and other email programs
- **Virtual SMS number:** receive and forward text messages

Fax service

- **Online fax:** send and receive fax messages via our Fax Gateway, integrated into your business application
- **Email to fax:** eCall transmits the message to the recipient's fax machine and then sends you a confirmation email
- **Virtual fax number:** for receiving and forwarding fax messages



Mobile app

- **sms2app:** benefit from SMS and push technology at the same time. The intelligent TrustCase app detects whether your recipients can be reached by push messaging. If not, an SMS will be triggered. This comes at little cost but is reliable nevertheless.

Interfaces

- Our flexible, high-performance **interfaces (SMPP, TCP/IP, HTTPS, UCP, email, WebService (SOAP))** seamlessly connect eCall with your applications, websites or apps. Expand your business software and web applications with reliable SMS functionality. Send text or push messages through SMS API automatically.

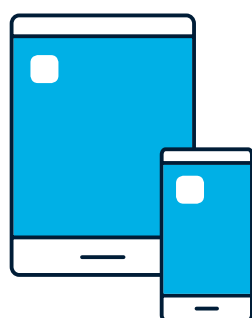
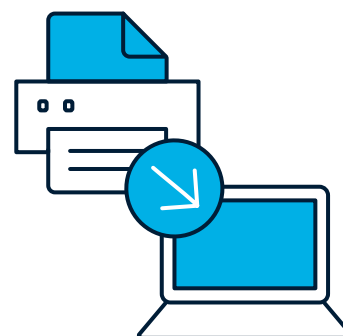


Your benefits



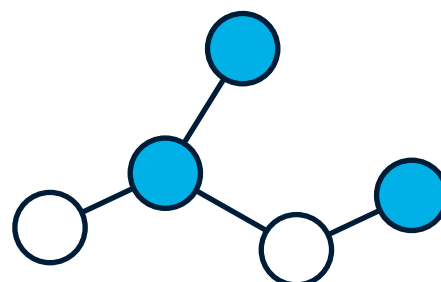
- Customised sender (own number or alphanumeric sender, e.g. company name)
- Excellent scalability and numerous add-ons
- Direct connections to top Swiss providers
- Top-quality Swiss service available online since 1999
- Comprehensive log, archive and statistics
- About 15,000 user accounts
- Personal support through our own experts
- Open and reply rates are up to 100 times higher than with any other form of communication. What's more, virtually everyone owns a cell phone.
- 99.95% availability due to double infrastructure

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- The data never leaves Switzerland
 - Own virtual fax number available
 - Legally binding communication
 - Easily connects to business applications and software
 - Communications tool for workstations not equipped with a PC
 - Lower costs for toner, paper, electricity, etc.
 - We host your fax solution while you save on expenses for fax machines, software, additional telephone lines, servers, paper and toner



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- Selects the best messaging method
 - Recognizes whether the recipient can be reached via the app or by SMS
 - Is particularly suitable for sending and receiving sensitive data as it uses end-to-end encryption, e.g. access codes
 - Lower costs through web-based communication
 - Free app available for iOS and Android

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- eCall provides all of the interfaces needed in order to integrate SMS functions into your CRM or ERP system and/or into your app, software or website
 - Quick and easy to integrate into business applications
 - Interface specification and code examples
 - Free trial
 - High-performance and reliable
 - Added value for ERP and CRM solutions



How it works

Who?



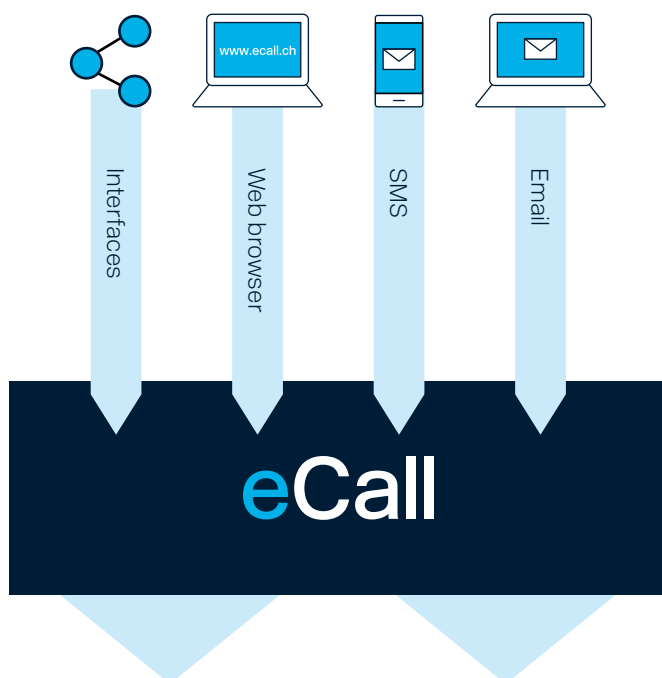
You and your needs rank uppermost for us. Are you looking to interact with customers, employees or partners? Are you looking to simplify your work processes and improve how you communicate?

What?



What is the best way to reach those you want to contact — SMS, fax, push mail or text-to-speech messaging? Through what channels can they be contacted?

How?



Your transmission order can be triggered via interfaces, a web browser, SMS or email — manually or fully-automated. eCall processes your order accordingly and documents every step in a log.

To whom?



You can contact one or more recipients at the same time. Replies can be directed either to your own or to an eCall sender and are also saved in your log.

eCall is used in every branch of industry:

The premium-brand dairy Emmi has replaced its server-based communications solution with our cloud solution. Users utilize the SMS and fax service for incoming and outgoing messages. The new solution is web-based and does not require any further infrastructure. This approach resulted in two fax servers being disposed of, and saved on an additional ADSL connection.



"The advice and support provided is always good, including on operation-related issues. Given how simple it is for users and the easy-to-read operating instructions, it pays to switch to eCall."

– Armin Roos, Team Leader, Clients & Field Service, Emmi

Galliker Transport & Logistik, a tradition-steeped haulage company based in Altishofen in the canton of Lucerne, uses our SMS Gateway as a dependable means of notifying substitute drivers and thus of guaranteeing key delivery routes.



"eCall gives us exactly the interfaces we needed to integrate into our in-house developments. This made sending and receiving SMS messages through our own applications a piece of cake."

– Fredy Feurer, Dep. Head of IT, Galliker Logistics

With the eCall SMS Gateway at the heart of the integrated two-factor authentication, Sanitas' customers can manage their documents directly on the "SanitasNet" portal anywhere in the world and free of charge.



"The upwards of 32,000 customer portal users are very happy, as eCall delivers the SMS fast and, as the operator, we are happy too, because the system is redundant and therefore absolutely reliable." – Nadia Englin, Sanitas

Ex-Libris utilizes the eCall SMS Gateway in its customer communications. As soon as the ordered item arrives at the requested outlet, the customer is sent a notification: when the goods come in, the system forwards to eCall all of the data required to pick them up. The portal sends the message via SMS or email. This is an automatic process.



"Through the seamless integration of the processes and maximum possible automatization, people no longer buy within a channel but within a brand. This has been instrumental in achieving customer satisfaction." – Jürg Bühler, Head of E-Business, Ex Libris AG

The Federal Roads Office (FEDRO) is working on developing a sustainable federal policy for road traffic. Our cloud-based communications service is responsible for sending SMS and swiftly delivering information on special events and situations occurring on the country's roads. The text messages are sent to FEDRO partners (sub-areas / operation centres) as well as to in-house decision-makers via the Traffic Management Centre of Switzerland (VMZ-CH).



"The benefit of a communications service such as eCall is how quickly and efficiently it disseminates information to our partners and internal departments. This technology, along with the services and possibilities available today, also represents a de facto standard worldwide and aids the location-independent delivery of messages to mobile end devices. The working relationship, the services related to this, and the support provided by Dolphin Systems are always of a professional standard and very agreeable." – Marcel Balli, Head of Traffic, Telematics VMZ-CH



Dolphin Systems AG

Intelligent portal solutions from a single source, for business messaging, alerting and crisis management

The right information sent to the right person at the right time. This is our goal when it comes to business and incident communications. With our eCall solution, we have developed and also operate a leading business messaging platform. What's more, Dolphin Systems is the sole and exclusive provider for FACT24 — an alerting and crisis management solution – for the Swiss market.

Founded in 1992 and based in Wollerau (in the canton of Schwyz), Dolphin Systems AG is the latest member of the F24 Group. The company employs over 30 highly-skilled people and has been in the business of implementing telecommunications and IT solutions as well as product management and software engineering for over 25 years.

Dolphin Systems AG joined the F24 Group in April 2016. F24 AG is Europe's leading software-as-a-service (SaaS) provider for emergency notification and crisis management as well as for communications of a sensitive and critical nature. The members of the F24 Group cater to 1,500 clients in over 70 countries, including upwards of 50% of all DAX 30 and 10% of the Europe Top 500 companies.

FACT24 alerting and crisis management

Even with the greatest of care, companies can be jeopardized by emergencies and crises. Whilst we cannot prevent crises from happening, we can help to overcome them. Suitable alert and contingency plans also play a role – because when things come thick and fast, it's vital that action be taken quickly. With FACT24, our web-based crisis management solution, we have the ideal, efficient tool to help you respond!

→ www.fact24.com

FACT24
Emergency Notification
and Crisis Management

Special projects

For particularly challenging problems or when additional functions are required, we develop **customized solutions** that go beyond our product lines – bespoke and innovative.

Contact us without obligation, and benefit from our wealth of development expertise.



Example:

Emergency app for targeted rescues

This free app for Android, iPhone and Windows Phone transmits not only the rescue alert itself but also the user's current location and previously saved personal details.