



## Link:Q Information Technology Case Study

### Client

A global supplier of information technology, software and services.

### Segment

Information Technology

### Challenge

The client needed a SMS messaging tool for internal communications, with the objective of reducing communications costs. The solution needed to have enhanced features including:

- Ability to SMS world wide
- Ability to access servers via dial up as a backup to TCP/IP
- Ability to allow the creation of groups and the ability to change a person's contact details and have that change replicated in all groups in which that person is found.
- Ability to split messages over 160 characters long into two separate messages
- Ability to port existing contacts and groups to the new provider easily (currently in MS-Access format)
- Ability to automatically maintain synchronisation between groups and contacts in one medium and the other (on-line and desktop)
- Ability to send SMS via lotus notes email and integration of address books in 2 different mediums

### Link:Q Solution

The client had been using Link:Q for its paging needs and had been a customer of Link:Q for over 15 years. Link:Q specifically developed a service to meet the client's requirements.

### Outcome

Link:Q has provided the client with a fully featured service, which enabled their staff to keep in contact with other personnel globally in a cost effective manner.