

Managed SMS services

Managed campaigns with detailed reporting

SMS Services

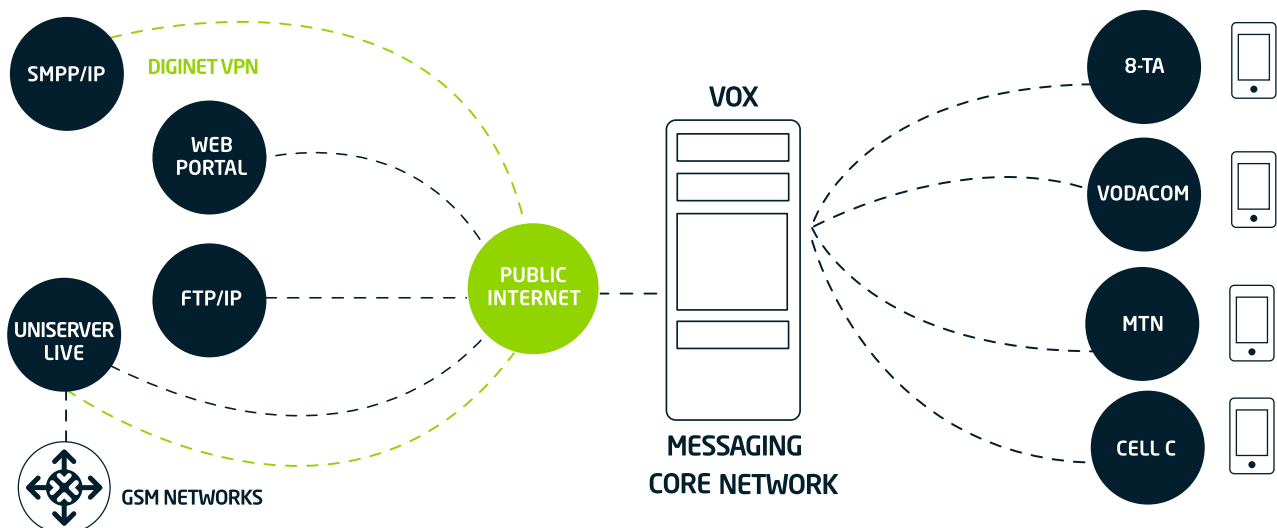
- Quantifiable reports
- Proactive notifications
- Experienced team to manage these products
- Comprehensive SLAs
- Determine ROI on your campaigns

Product overview

At Vox, we take service seriously. For our customers who require additional management and assurances in terms of their SMS solutions, we offer the SMS Services Portfolio to ensure your SMS services are maintained at agreed upon levels. This provides

certainty that your business will benefit from both continuity and best practice. The SMS Services Portfolio provides service level agreements (SLAs) and managed sending options, with comprehensive reporting.

How it works



Visit us at vox.co.za



Features and benefits

- **24/7/265 Support**

We offer defined support parameters in line with our commitment to exceptional service delivery, and you can hold us accountable if we don't deliver. Vox offers 24/7/365 call logging support with 8x5 resolution support. Additional 24/7/365 SLAs available on request.

- **Capacity monitoring and availability management**

Quantifiable reports show what service you have received and when.

- **Change and configuration, health and performance management**

Proactive notifications mean you will be notified of a problem before you realise there is one.

- **Resolution, training and recovery**

Guaranteed technical resource availability and user training for system product use.

- **Historic reporting**

Analyse and monitor your messaging campaigns to determine return on investment.

About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

For more information on complementary or alternative products visit us at vox.co.za

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