

Get messages to response teams faster.

Enterprise Messaging Access Gateway – response-team notifications use case



Contact mobile response-team members faster when systems fail by using Verizon Enterprise Messaging Access Gateway (EMAG).¹

Challenge

Your remote systems can fail. Network and facility system outages happen. When any of your business systems have problems, you need to let your response teams know right away to get things up and running faster.

Solution

Verizon EMAG can help you let your response teams know about failures quickly so you can get faster responses and get back to work sooner. You can automatically get the message out quickly to specific teams or thousands of people. You simply tie EMAG to your building management, IT ticketing, employee communications or other back-office systems. And EMAG uses SMS messaging so you can efficiently reach even your most remote people.

Results

- Quickly notifies response teams of system failures
- Eliminates manual notification efforts
- Gives you confidence that mobile and even the most remote team members will get messages
- Speeds response to failures and gets you back to work sooner

Features

EMAG supports the following features:

- **Email to SMS.** Initiate SMS messages from your email system.
- **Flexible integration protocols.** Use SMTP, SNPP, WCTP or our own XML API to integrate SMS messaging with your IT systems to enhance workflow productivity.
- **Two-way messaging.** Send and receive messages to any phone in the domestic U.S., or to Verizon Wireless users who are roaming internationally.



- **Enhanced messaging.** The ability to create a single message greater than 160 characters and up to 1,000 characters.
- **SMS to machine.** Enhance your machine-to-machine (M2M) communications via SMS.
- **Machine to SMS.** Allow your M2M devices to initiate messages to the gateway.

Web portal access

For those who do not need to integrate to internal business applications, we support a full-featured web portal to initiate your messaging. The portal supports:

- **Threaded messaging.** Easy intuitive user interface for sending and managing replies.
- **Usage reporting.** Admins can build and report based on a number of characteristics.
- **Contact uploads.** Easily upload your contact lists into our portal for direct portal engagement.

- **Smart groups.** Ability to group contacts into a single group.
- **Managerial hierarchy.** Turn over the power of our system to multiple users.
- **Number lookup.** Enable your application to identify the carrier that each number belongs to.
- **Auto-reply.** Allow users to set up automated replies when they can't respond.
- **Surveys/polls.** Users can create SMS-based surveys and polling for customers or internal organizations.

Learn more.

To find out more about how EMAG can help you get faster responses to critical system failures, contact your Verizon Wireless business specialist or visit VerizonEnterprise.com/contact-us.