



EDS

Founded in 1962 as Electronic Data Systems, EDS is one of the leading global information technology (IT) services company. EDS has 137,000 employees in 60 countries, and more than 35,000 business and government clients around the world. EDS chose 2sms to provide its SMS alerts service in the UK and abroad as their requirements were to increase productivity by using integrated PC to mobile SMS technology. EDS needed to increase speed of communication from one to many and to deliver cost savings compared with voice communication.

Our Approach

2sms allows customers to try before they buy at no cost through a simple web account or use one of their complimentary software addins, for example Excel, Outlook and Lotus Notes. We provide 24x7 technical and customer care support on free phone/toll free numbers. 2sms worked closely with EDS to understand their requirements and application needs.

How it Worked Out

Following a no-cost trial EDS purchased their calculated 3 months anticipated message use. EDS monitored their initial use and further departments were introduced to the service. EDS then purchased larger message blocks in order to take advantage of volume savings and no message expiry limits.

Customer Comments

"We rely on the service to deliver system initial notifications and regular progress updates of major system outages to senior account managers and other interested parties. We also use the system to alert and then confirm when the issues are resolved. We can use SMS as well as email within the same 2sms software. I can see from three desks away when the message status has gone from yellow (pending) to green (successfully delivered)".

