



“EMAIL, SMS, FAX, VOICE — WE WERE SPENDING A FORTUNE ON MULTIPLE NOTIFICATION SYSTEMS. EVEN WORSE, WE WERE FORCED TO SWITCH BETWEEN THEM MANUALLY, CAUSING DELAYS AND ERRORS. IT WAS TEDIOUS AND CREATED A NUMBER OF CUSTOMER SERVICE ISSUES.”

In today's digitized world, everyone expects to be instantly notified in the format they prefer most. Whether it's email, fax, voice, or short message service (SMS), you need to reach your stakeholders in the modality they desire – *the modality that they will most likely respond to*. This real-time communication is not optional – it's mandatory for your business success, revenue, and profitability.

Unfortunately, many companies today are forced to manually switch between multiple stand-alone messaging systems in order to reach everyone in their universe. This creates costly delays, impairs customer service, drains the IT budget, and negatively impacts the bottom line.

The answer? A “single source” multi-modal messaging solution that integrates seamlessly with your back-end business systems. A solution that enables customers, partners, and other constituents to receive notifications in any format they want. And lets you manage a unified communications strategy on a single automated, cloud-based platform.

THE ANSWER IS BEST-IN-CLASS NOTIFICATIONS.

Notifications Service is a 100% outsourced, cloud-based solution that lets you send and receive messages across multiple modes – email, fax, voice, and SMS. It's ideal for fraud alerts, product or service updates, invoice reminders, account updates, order status, appointment confirmations, prescription refills, employee scheduling changes, travel notifications, and other communications that need to be sent in a host of different formats. Notifications eliminates the IT infrastructure costs, administrative delays, customer service delays, and human errors associated with having to manage and use multiple messaging systems.

- Supports a unified communications strategy connecting you to all of your stakeholders
- Automates the delivery of high-volume outbound notifications in any channel the recipient prefers and will respond to – email, SMS, fax, or voice
- Speeds cycle times and improves customer service, creating a decisive competitive advantage in your markets
- Facilitates compliance with today's privacy, security, auditing, and records-keeping mandates

The right message at the right time.
Just the way you envisioned it.

POSITIVE BUSINESS IMPACT

Whether it's a global message launch or discrete notifications to targeted recipients, you now have the flexibility to create seamless communications with your constituents. From collections and customer care to fraud prevention, employee communications, and alerts, you can send the messages that are most pertinent to the people who are most important to you – improving your operational efficiency, revenue streams, and profitability.

HIGHER STAKEHOLDER LOYALTY

Now you can give your customers partners, vendors, and employees what they're asking for – instant notifications in the format they prefer and with the convenience *they will respond to*. Your stakeholder relationships will never be stronger.

EASY TO USE

A convenient web portal makes it easy to manage your notification projects from any browser. Or you can use our API to programmatically integrate notification communications directly into your back-end systems. Mix and match your strategies at will. Rapidly change your message content and delivery methods as needed.

LOWER COSTS

With 100% outsourced services, you can eliminate infrastructure, reduce staffing, and eliminate maintenance, upgrades, and other recurring IT expenses. Our transaction-based fees are consistent and predictable, leveraging economies of scale available only from a large global vendor. You can ramp up as fast or slow as you'd like, knowing you'll pay only for the notifications sent. No surprises – just excellent value.

GOVERNANCE AND COMPLIANCE

Notifications can help you comply with the privacy and records-keeping mandates of the 21st century. We turn multi-modal messaging into a digital workflow that can be tracked, audited, and archived.

Financial Services. Retail. Healthcare. Utilities. Telecom. Travel. Education. Government. And everyone else who needs to instantly reach their constituents. Creating a unified communications strategy has never been easier.



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