

a leading provider of flexible **text messaging** solutions



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IMAGINE Case Study



imagine

PROJECT OVERVIEW

Customer Name: imagine

Industry: Communications

Location: Ireland

Challenge

- A method to connect with customers on a regular basis

Solution

- NeonSMS developed Gateway

TESTIMONIAL

“Neon Solutions have given us a service to date that has been both cost effective and reliable, I would recommend them to anyone with similar business needs to ourselves.”

Scott Wilde
Imagine Group

About imagine:

imagine are the first company to bring WiMax to Ireland. Their WiMax network is capable of delivering high quality voice calls and high speed bandwidth to everyone in Ireland.

imagine provide services to over 40,000 customers bringing the latest technology to Ireland.

Requirements:

imagine required a communication method which allowed them to connect with customers on a regular basis. This method needed to be instant, reliable and cost effective, while also offering a high delivery rate. It was a priority for Imagine to get their message into the hands of their customers when needed. Imagine needed this messaging system to work automatically in the background as time management was a main focus for the business.

Implementation:

The NeonSMS API Gateway was introduced to imagine. With development work completed on both sides, imagine were able to integrate their system with NeonSMS. Message sending was easy and automatic taking out any need for manual input.

Solution:

With the API integration in place text message sending is now happening seamlessly and automatically. imagine can now communicate with customers regarding Account Management, Billing updates and Customer Service saving them time and money. This instant tool means that their customers are up to date, creating a great level of customer satisfaction which is helping to build long term relationships.



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