

**Real Connections.  
Real Easy.**



Good and profitable  
business is a careful  
juggling act



# But it doesn't need to be because

**73%**

of customers say  
customer experience is an  
important factor in their  
purchasing decisions.

(PWC)

**44%**

of businesses use IoT to  
reduce costs.

(Leftronic.com)

**5%**

increase in customer  
retention produces  
more than 25%  
increase in profit.

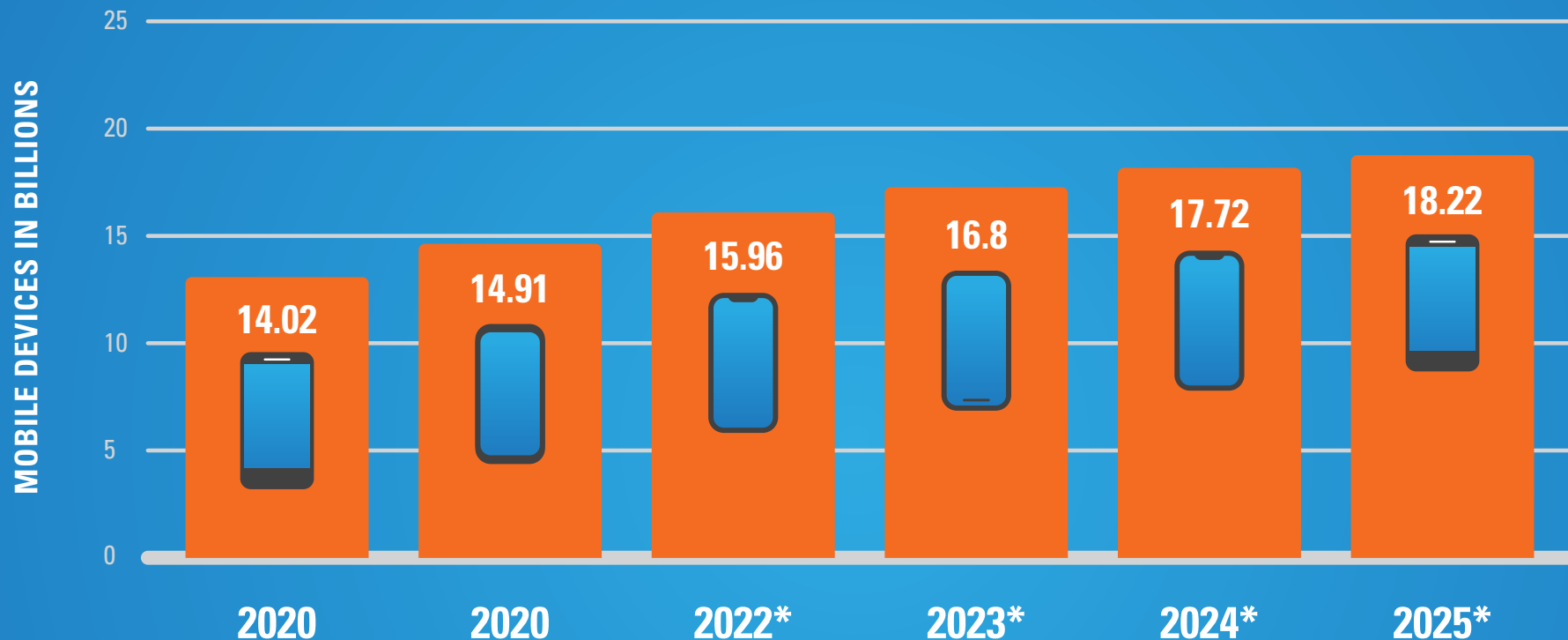
(Bain & Company)



# With the ability to reach anyone, anytime, anywhere on a mobile device

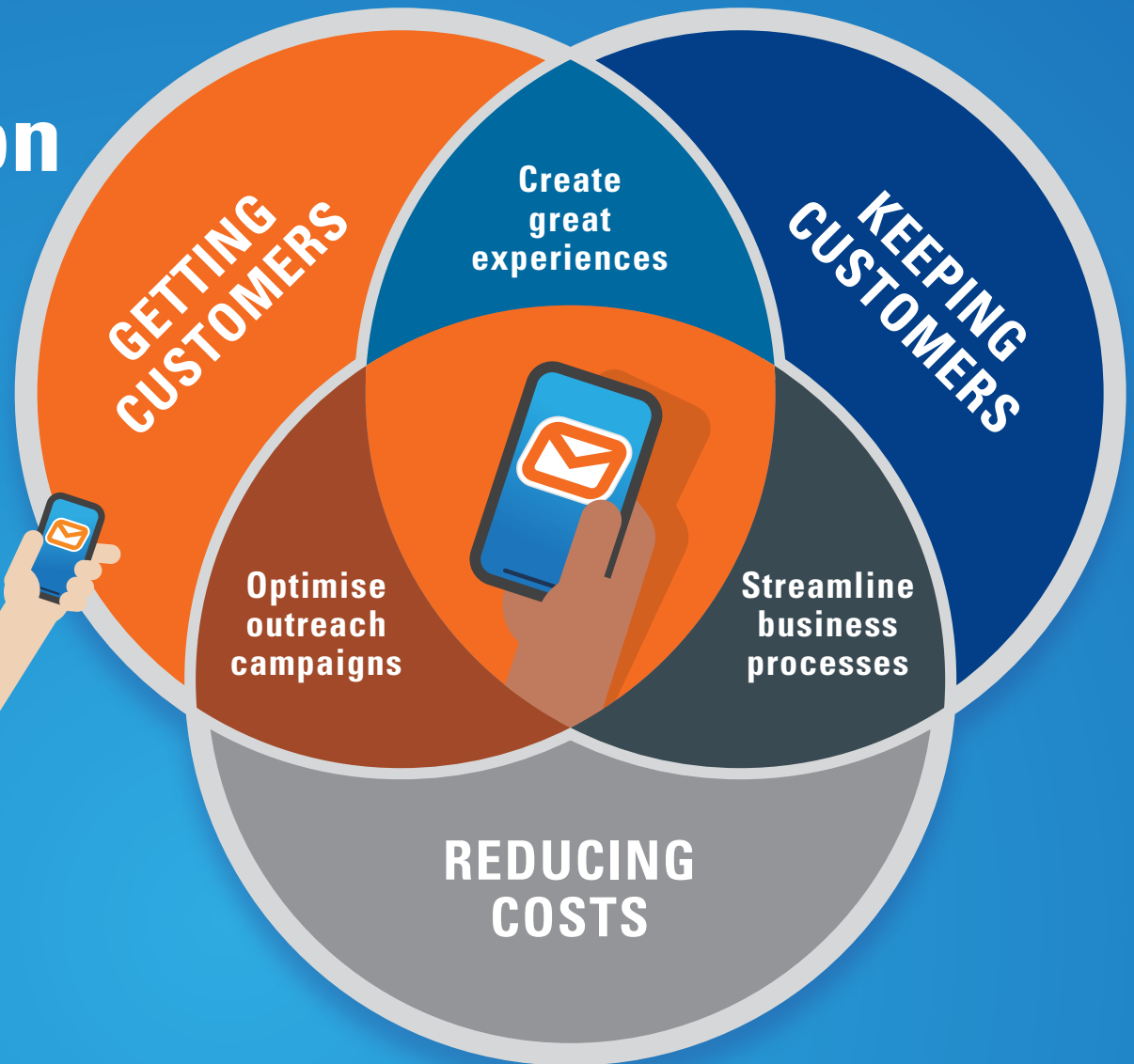


Forecast number of mobile devices worldwide from 2020 to 2025 (in billions)\*



Source: The Radicati Group © Statista 2021 Additional Information: Worldwide; The Radicati Group; 2020 to 2021

# All you need is the **right solution**



## Create great experiences

**Integrate easily** with any CRM or Customer Engagement Software

Trigger **personalised SMS messages** at key moments in the customer journey

**Schedule messages** ahead of special occasions like Birthdays, Anniversaries & Holidays

**Instant** customer notifications at critical moments

Easily add **attachments** for a more memorable experience



## Streamline business processes

Set up **automated alerts** to minimise system downtime

**Two Factor Authentication** and OTPs for added security

**Monitor critical processes** within the Supply Chain to improve efficiency & prevent losses

**Communicate** with all staff in a single send

**Easy integration** with most Enterprise Content Management platforms



## Optimise outreach campaigns

Send **large volume** messages to all contacts instantaneously

**Easily personalise** bulk sends for a unique sales experience

Set up **auto-responses** should a customer reach out

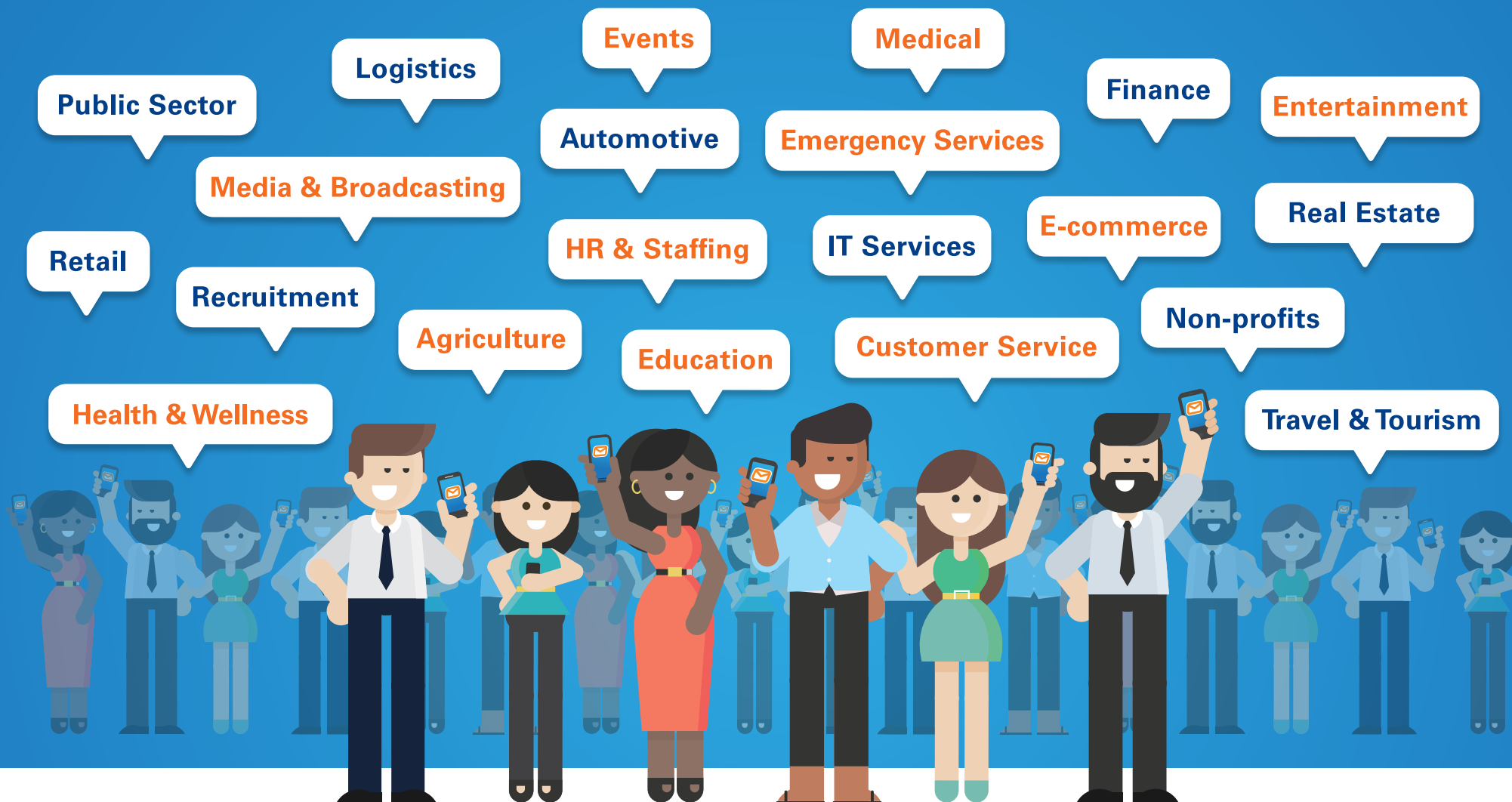
Set up **email notifications** to your team when a customer replies to a campaign



# We make connecting easy



We have helped more than **100 000 businesses** in over **180 countries** to easily connect with their customers and improve their business processes.





We recognised that the most reliable way of getting messages to our passengers was through SMS. That and the fact that SMS messages are seldom left unread. Our use of SMS ensures that our passengers don't miss their flights or waste time waiting for a delayed flight. It also gives them time to make alternative arrangements with connecting flights or pick up times.

— FLYSAFAIR —

SMS is really helping us break barriers when it comes to customer service. We've found that 73% of consumers reported delivery as important to the overall shopping experience, while a staggering 84% of shoppers are unlikely to return after a poor delivery experience.

— FETCH MY STUFF —

The integration with the BulkSMS API was extremely simple and it means that appointment reminders are automatically sent from our system two days before and on the day of every appointment.

— KINDANDENTAL —

Our use of SMS ensures that each student remains up to date and informed at all times. With SMS reminders being sent out, the students are less likely to miss assignment deadlines and scheduled appointments.

— GREENHEAD COLLEGE —

Not only is SMS vital to our communication efforts, it is integral to the organisation of each event. We've been using SMS for over 10 years now and it has proven to be reliable and far more effective than any other communication channel.

— GREAT TORRINGTON CAVALIERS —

Taking part in a triathlon is a big personal achievement and one worth celebrating. We are told the text message post-race which includes a competitor's race results listed and a congratulations is kept for a long time as they enjoy the post-race exhilaration. The results are widely available online and shared within email but we like the personal touch and immediacy this delivers to our community.

— CASTLE RACE SERIES —

We monitor about 750 machines, and every time one of the machines triggers our system, an automated SMS is sent to the relevant team member. Our alerts ensure that the system triggers can be seen to before there is any real damage done.

— NICHOLAS AUTO ENTERPRISES —





# Connect with us!

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