tyntec

Quality & Coverage. Together.
SMS

Access the world
via high quality SMS

When it comes to making sure mission-critical, secure SMS messages reach around the globe, most enterprises want a single provider who will bring them a balance of coverage, reliability, speed, and scalability.

After all who wants to pay twice for delivery to a customer because she didn't have a way to tell you she wouldn't be home? Or a time critical promotion that never got delivered?

When you need mobile engagement at scale, tyntec delivers. With direct connectivity to operator networks and strict Service Level Agreements (SLAs) that make sure we meet your business requirements, tyntec takes 2-Way SMS messaging to the highest performance levels enterprises and Over-the-Top (OTT) providers count on, regardless of how challenging their missions are.
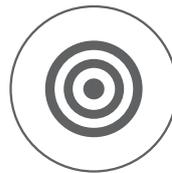
tyntec Distinction

Bespoke customer support—including 24/7/365 round-the-clock helpdesk supported by highly skilled staff

Worldwide coverage, connecting 1000+ networks in over 200 countries

tyntec's unique carrier relationships ensuring high delivery rates

Mobile helpdesk and alerts
SMS-enabled Helpdesk: Help without the hurdles

01 Annoyed customer texts your company to report a problem. **02** Company investigates. **03** Without delay, company is in touch with the customer via SMS or a call.

The new customer is tied to her mobile 24/7. She lives, shops, learns, and loves by it. Whether she's home or halfway around the world, she should be able to ask for help, inquire about a new service, complain, order, or cancel an order—and all by text message.

The SMS-enabled helpdesk is the solution to her needs. With an open rate of more than 95%, SMS enables companies to engage their customers in both one- and two-way messaging—secure SMS delivery notifications, reminders, updates, and alerts—no matter where there customers might be. When it comes to help, immediate two-way communication via SMS still rocks.

Key Features

- ⊘ **2-way SMS:** tyntec's robust infrastructure ensuring a fast, effective way to send and receive texts across continents.

- ⊘ **Interface & API options:** Pick your preference: REST API, SMPP v3.4, HTTP.

- ⊘ **Message encoding:** Unicode, GSM7, ASCII, Latin-1, Binary supported.

- ⊘ **Concatenation:** For SMS messages longer than 160 characters, we'll automatically split long messages into multiple SMS to ensure delivery.

- ⊘ **Dynamic sender ID:** Specify the sender ID for each message (numeric, alphanumeric, or short code), and our network does the rest, identifying and adapting sender IDs for delivery.

- ⊘ **Delivery reports:** Live delivery reports and advanced error codes available in our Customer Lounge.

- ⊘ **Security:** Access via VPN or SSL—and send your messages via our protected mobile network powered by direct carrier connections.

- ⊘ **Flexible retry:** You decide when messages expire and pay for just one delivery. If the message can't be delivered immediately (phones turned off or unreachable), tyntec queues the message for future delivery.

- ⊘ **Number portability support:** When users change their service providers—or are roaming—you'll still reach them.

OTP SMS

Fighting cybercrime requires more than just a good password. Find out why tyntec's SMS-based One-Time Password (OTP) is the winning solution for meeting the security requirements of strong customer authentication —with universal access and convenience for all. Visit our website for more info at www.tyntec.com.

About tyntec

tyntec (www.tyntec.com) is a telecom-web convergence company that connects the immediacy and convenience of telecom with the power of the Internet. Partnering with telecom operators around the world, tyntec enables enterprises and Internet brands to power their applications, authentication, and mission-critical communications with universal mobile services such as SMS, voice and phone numbers in the cloud.

Founded in 2002, tyntec employs over 150 people in six offices around the globe, serving more than 500 global businesses, Internet brands and telecom operators.

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