**INDUSTRY:**

# APPLICATION SERVICE PROVIDER

A large number of businesses today depend on computers to run applications and carry out critical functions. The costs and maintenance involved can be cripplingly high. In the face of these challenges and as an offshoot of client-server computing, a new industry emerged with supersonic speed: Application Service Providers or ASP.

They host, maintain and manage access to applications located somewhere other than the client's site. ASPs are quite similar to leasing a car, where the customer doesn't have to pay the front-up capital. Instead, they can pay for what they use and gradually

## The Result

Our solution allowed Gatesmart to deploy seamless processes and reinforce security measures in the client's apartment complex.

- ◇ They were able to track visitors better

- ◇ The solution works smoothly on the GSM network, which means no Internet connection is required

## Services Used

| | |
|---|---|
| **Voice Broadcasting** <br> Flexible Pulse Slabs, Unlimited Scalability, Real-Time Call Analytics, Enhanced Customer Support | **IVR** <br> Auto-attend Incoming Calls, Boost Agent Productivity, Handle High Call Volumes |

# The Problem

Gatesmart is an ASP providing security solutions to its clients. They approached Servetel to assist them in reinforcing security measures in an apartment complex. They wished to track, review and route visitors' entrance. In addition to a mobile application, they also needed:

- A robust IVR solution to authenticate resident's personal information while entering the premises

- A solution that works even without a stable Internet connection

# The Solution

Servetel offered Gatesmart the capability to validate visitors' data using an automated voice broadcast call along with an IVR to either accept or decline the visitor's entry.

- Simply put, using a mobile application the security guards could enter the visitor's basic details, the resident's flat number and trigger a voice broadcast to the resident using Servetel's API

- The IVR allows the resident to accept or decline the visitor and then disconnect the call instantly

- With the input at the ready, Servetel's smart webhooks send DTMF information to the security guard

- Servetel also allows residents to put in an alternate number, in case the primary number is unavailable

# Our Services

| Toll Free Number | Virtual Mobile Number | IVR |
|---|---|---|

| Click To Call | Missed Call Service |
|---|---|

| Cloud Call Center | Voice Broadcasting |
|---|---|

| Bulk SMS | Number Masking | Hosted PBX |
|---|---|---|

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