



Sms providers research



Team Certiorem

SMS Messaging Research

Version History

Version	Date	Author(s)	Changes
1.0	March 2021	Chao	First draft
2.0	May 2021	Chao,Florin	Updates based on new requirements

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Introduction

For the parking app, there is an important step that is sending a text to visitors when they are trying to find a place to park their car. For this purpose, sms providers also play a significant role in the process of sending messages to visitors. In this document we will discuss possible options for automatically sending sms messages when a visitor's license plate is recognized. We need to consider whether this provider can help our project smoothly. At the same time, cost performance is also an important factor that affects our choice of suppliers.

Research methods:

In this document the following research methods from the DOT Framework were used:



Library

Library method: considering our available options and see if they fit our required criteria for the project. Also going into the documentations of analyzed choices and seeing how they function and integrate into our project.



Lab

Lab method: using the considered options and seeing if it is a good fit for our project

What are sms and sms providers?

The full name of sms is short messages service. SMS is a widely accepted wireless service that allows individuals to send short text messages with wireless devices, such as mobile phones and pagers. (LIBBY, 2019) Sms provider is a middleman between mobile network operators and SMS service users. The provider offers an SMS gateway for its users to send SMS messages to. (Czechowski et al., 2020)

Why do we need a sms provider in our project?

In this project, SMS is the primary touchpoint between parking lots and visitors. Whether we're sending a text to confirm an appointment date, or confirming the situation of parking lots to visitors, we want to make sure visitors could receive useful information that would guide them into the appropriate parking lot by sending them a text. So a good sms provider is needed to help us to send these messages.

Considered options:

1. Telnyx sms service

One SMS service provider we found was Telnyx, which offered us very attractive prices. The price is \$0.065 = €0.054 per message. It is the cheapest supplier found so far. However, a business account is required when registering so it is not suitable for our needs.

2. Twilio's sms Service

The second option is twilio. It has a very simple registration system and an integrated system that is convenient for us students. At the same time, Twilio provides a complete guide teaching page in order to enable users to use their api better and faster (Rosati, 2019). The price is \$0.092 = €0.076 per message. After completing the registration, we will get a free trial budget account to test and demonstrate the required function. For the purpose of testing and demonstrating, this company is a good option for our project.

3. ClickSend

ClickSend is a global text message provider with services including:

- SMS Gateway
- Bulk SMS
- SMS Marketing
- Voice Services

ClickSend's sophisticated text message gateway offers a range of SMS messaging features through any web-enabled device, with seamless integration and no additional set up required. With ClickSend's network system, sending mass text messages to customers, individuals or organisations is made simple. Their commercial service is 0.066 Euros per message and they offer a free trial. For our project purposes this service offers more than needed and it more complicated to use than other options.

Conclusion

For this project, our team Certiorem agreed to use Twilio for sending messages to remind visitors. The reason why we chose it is because it is user friendly for developers and it is cheap as well. At the same time it can be seamlessly integrated with their WhatsApp service into a single account. Due to the scale of this project, we will not send many text messages for unit tests so the trial budget will not be a problem because they offer free messaging credit when signing up.

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