Research on sms providers

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.The are list of sms providers but not all of them are considerable for our project. We want to make sure one of the most valuable sms providers offer their service for us.

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.

How to find the best sms provider for our project?

There are vast resources about sms providers on the internet. We can grab some valuable journal of sms providers which have been done by experts. Most information of sms providers has been filtered into details that is very handy. It's saved a lot of time for us to find a reliable sms provider. There are lists of sms providers that provide sms API and code which can be used directly in our project.

Choices:

1.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. (Rosati, 2019)

Best for: SMB

Free offering: Yes

API: Yes

2.Twilio

Twilio is a global cloud communication messaging platform that enables US businesses to multiple communication means to their web and mobile devices.

Twilio's mass text message gateway offers SMS text messaging by enabling businesses to seamlessly integrate with any web enabled computer – no additional set up is required. Overall, Twilio has the SMS solutions and sophisticated API network that enables businesses to send and receive mass text messages to customers, staff members, and organisations. The company also provides the ability to monitor voice calls, engage with email to SMS, and receive SMS notifications to ensure successful message delivery. (Rosati, 2019)

Best for: SMB, mid-market and enterprise

Free offering: Free trial with no credit card required

API: Yes

Conclusion

For this project, Our team Certiorem agreed to use ClickSend for sending messages to remind visitors. The reason why we chose ClickSend is it is user friendly for developers and it is cheap as well. Due to the scale of this project, we will not send many text messages for unit tests. And ClickSend offers free messaging credit when signing up. Basically, it is free in the process of the project.

Bibliography

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