

WEBINAR SERIES

voyager.

YOUR DIGITAL
TRANSFORMATION
PARTNER



Our Presenters - Voyager

2



Megan Harrison, Voyager
Marketing Executive

Megan is an experienced marketer with a background in the technology space. She has worked in both international and domestic capacities with a focus on content marketing.

Megan will moderate the session today.



Angela Hunter, Voyager
Sales Manager SME

Angela has over 20 years' experience working with the New Zealand SME market. She has a background in data, marketing, and communications and currently leads the Voyager direct sales team out of Auckland.

Angela will present the solution and explore how we have seen Voyager customers drive benefit and revenue.

Our Presenters – Our Partner

3



Sanne Roschmann,
MessageMedia
Customer Success Manager

After working in various businesses within the tech industry, Sanne moved to MessageMedia after seeing how many organisations don't communicate with staff and customers in an effective manner. She now helps organisations by teaching them how to save time, money and resources through SMS messaging.

Sanne will provide a live demo of the iSMS solution.

Webinar Outcomes

What you can expect



Use cases for
reducing costs or
increasing revenue



Case studies



Live demonstration



Customer
onboarding

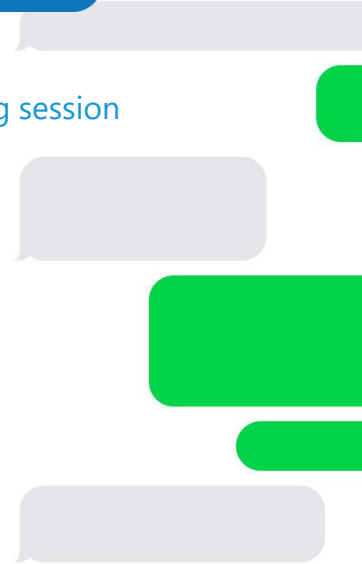


Local support

The Prize



- Free setup
- One free month
Email to SMS or Web SMS with a combination of 500 SMS & delivery reports
- One-on-one 45 minute virtual training session
 - how to use the platform
 - best practice tips and tricks
- Unlimited support
- A special three hot sauce pack
Made by our very own Logan
- A coffee Bean grind special
Made by our very own Tony



About Voyager

Your Digital Transformation Partner



We are a medium
sized business



Voice and
Connectivity



Hosting and
Domains



Office365



Local support

Use Cases



Engagement Data

Why is SMS so effective?

90%

messages read within **90 seconds**

47

number of times we check our
phones each day

4.92b

mobile users **globally**



Instant Engagement

Send texts for alerts and notifications, appointments, billing and payments, competitions, campaigns, staff rostering, and more.



Reporting Analytics

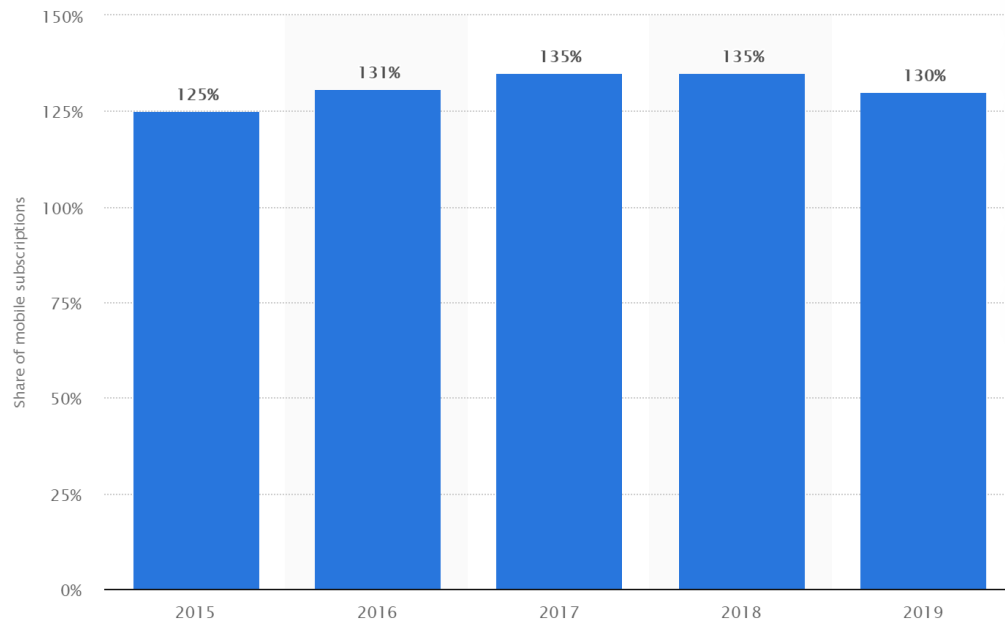
Track delivery performance and response rates via reporting and analytics. Advanced filters and metadata let you run reports on what matters most to you.



Reliable Outreach

Reliably reach anyone via their mobile phone number and ensure your message gets across.

Mobile Phone Use



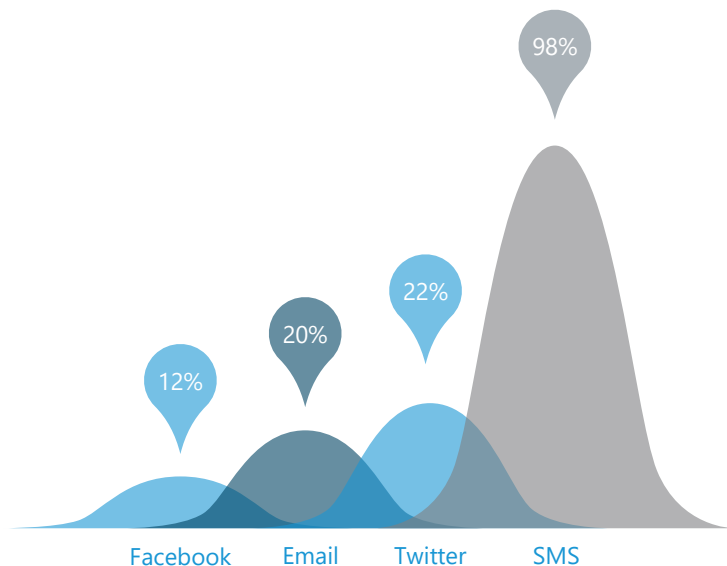
© Statista 2020



Mobile Phone Use In NZ

Message Open Rate

Comparison across communication channels



98% | SMS

22% | Twitter

20% | Email

12% | Facebook Posts

iSMS Use Cases

SMS appointment reminders

Missed appointments lose revenue, so ensure maximum attendance by confirming attendance beforehand via SMS.



SMS alerts and notifications

Keep everyone informed – staff, customers, or teams – instantly and reliably with messages that get through at the right time, every time.

Marketing Promotions

Engage with customers by sending them SMS for special offers, discounts, and competitions.



SMS CRM integration

Customer-centric businesses everywhere are integrating SMS into their CRM software for maximised results.

Emergency Planning (BCP)

In a time of crisis, staff need to be kept informed. Quick and reliable communication is vital to a successful Business Continuity Plan. Check out The COVID-19



SMS debt collection

SMS provides an affordable method of debt collection, saving you thousands in accounting and collections costs.

Delivery methods



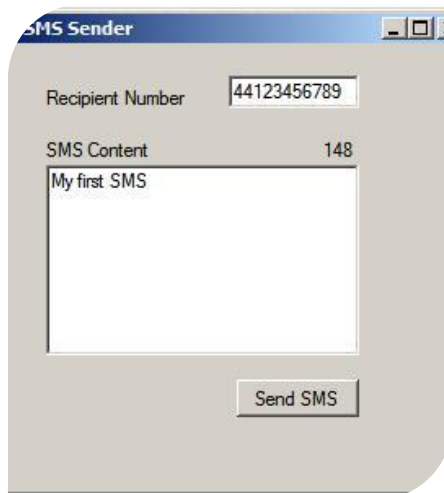
iSMS Platforms

Email | Web | API



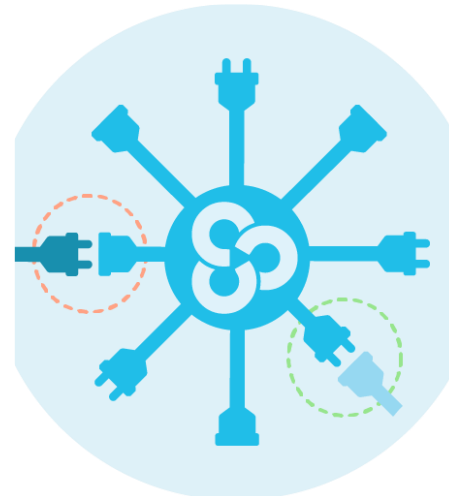
Email to SMS

Email to SMS allows you to send SMS (TXT) messages easily with any email program, such as Outlook.



Web SMS

Web SMS allows you to send text messages from any computer that has an internet connection – no software required.



SMS API

The SMS API allows you to connect to our SMS gateway, integrating SMS capability into your website or software systems.

A composite image featuring a dark blue semi-transparent overlay on the left side. The background is a photograph of a person's hands in a white shirt typing on a silver laptop. The laptop is on a light-colored wooden desk. In the foreground, a white pen and a spiral-bound notebook are visible. The right side of the image is a clear, bright photograph of the same scene.

Live Demonstration

Case Studies



Voyager Grows Engagement

SMS Messages keep engineers and partners informed



Challenge

- Voyager needed a solution that would ensure key stakeholders within the Voyager engineering team and our Wholesale Partner Network would know of any issues with the network in advance of our customers.
- We were also exploring ways in which to reduce costs associated with late payments.

Solution

1. A messaging platform with a real-time, rich messaging user interface (UI).
2. Additional features and functionality, such as reporting to ensure we could track who received the message.
3. Subsequent use of the solution for employee engagement and information sharing during COVID-19.

Retailer Keeps Customers Informed

SMS helps get messages to customers to advise of deliveries



Challenge

- Customers wanting to keep track of orders and delivery dates.
- Retailer wanting to reduce the number of calls to the support desk seeking updates on delivery timeframes.
- Retailer wanting to deliver an exceptional customer service.

Solution

- An online forms platform with workflows and notifications to facilitate the flow of communication between retailer and customers.
- Integration with distribution software solution to automate the function.

Enhanced Service Levels

Animal advocacy group enhances service levels with iSMS



Challenge

This Australian animal shelter was looking for a more reliable way to reduce veterinary clinic appointment 'no-shows' and ensure on-time appointment attendance than the traditional contact methods of telephone calls and emails. They also sought to keep business costs under control.

Solution

Web SMS allows this animal shelter to send:

- Dog training school notifications, such as location changes or schedule updates.
- Veterinary clinic reminders, including flea treatments or information about seasonal allergies, and
- Confirmation of veterinary clinic appointments.

Customer Onboarding



Customer Onboarding

Support

If you need support, our Helpdesk is just a call or email away.

0800 4 SPEED / support@voyager.nz

Billing

Monthly invoicing

Agreement

1, 6, 12 and 24 month options available



Contact Us

Find information and pricing on our website. Contact our sales team on 0800 4 SPEED

Low Volume Requirements

Sign up to the plan of your choice on our website

High Volume Requirements

Contact our sales team
sales@voyager.co.nz or call us on 0800 4 SPEED

Q&A



Thank you for attending

voyager.

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