



# Reducing a client's infrastructure downtime: that's what the combination of our 'Email to Text' and Graduate Prospects can achieve

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***"We are more confident of being alerted to failures and hence we can react quicker, this gives us more confidence that we can keep our services available to clients".***

**Kalpesh Vadera**

Computer Services Manager

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## ABOUT EMAIL TO TEXT

Email to Text allows you to send and receive text messages from any email application, for example Outlook, Gmail, Hotmail, Yahoo, Lotus Notes, or anything else.

This service is ideal for business use, and provides text messaging facilities to everyone in your organisation. It's also ideal for adding text message alerts to systems that monitor applications or servers.

Email to Text is easy to use, as no special formatting or passwords are required.

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## CONTACT INFORMATION

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For more information on us and our products visit

**[www.toText.net](http://www.toText.net)**

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## OUR CLIENT

Graduate Prospects, formally known as CSU, is the UK's official graduate careers support service and the commercial subsidiary of the HESCU (Higher Education Careers Services Unit).

Working closely with other leading authorities in the field of Higher Education, Graduate Prospects has been bringing students, graduates and recruiters together for over 35 years.

## BACKGROUND

The range of products and services, both printed and online, offered by Graduate Prospects, enable recruiters to communicate effectively with their target market.

Graduate Prospects publish over 800 careers related publications and its Prospects.ac.uk web site is the UK's official, and number 1, graduate careers on-line resource, with over 800,000 unique users per month (ABCe Audited).

The management of such a resource is a huge undertaking, and its overall effectiveness is extremely dependent on the upkeep of the organisation's IT infrastructure. The services offered by Graduate Prospects must be available 24/7, so any systems failures must be resolved as quickly as possible.

## OUR SOLUTION

Graduate Prospects identified a requirement for a reliable alert system, having being unhappy with a previous supplier. Having looked at the toText.net website they were confident that we had the answer.

The 'Email to Text' product from toText.net is a simple and immediate method of sending text messages from any email application. Whether to an individual or a large group, messages can be sent with just a few clicks of the mouse. 'Email to Text' is easy to use, as no special formatting or passwords are required.

Graduate Prospects use the 'Email to Text' product to alert their Services Team to system failures or critical issues out of hours. The product has proved to be an excellent method of communicating systems failures or sending status reports of other vital functions. When any aspect of the infrastructure fails, an email is sent to the IT Manager with details of the problem. This is forwarded as an SMS message out of office hours, allowing prompt action, 24/7.

A key factor in Graduate Prospects' decision to work with toText.net was that we offered a Free Trial. This allowed them to test the system against their requirements, without obligation. "It was good to prove the service worked for us before spending money on a bundle of texts".

Graduate Prospects firmly believe that they are seeing the benefits of the 'Email to Text' system, particularly in the quick response to problems and the reduction in down time. "We are more confident of being alerted to failures and hence we can react quicker, this gives us more confidence that we can keep our services available to clients".

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