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sendQuick integrates with social messengers for omnichannel communication

- TalariaX is the first Singapore-headquartered company using an appliance-based solution to integrate its sendQuick SMS gateway with the popular social messenger apps such as LINE, Viber, WeChat, Facebook and Slack

Singapore – June 28, 2017 – TalariaX, one of the leading industry players in enterprise mobile messaging solutions, today announced it is the first Singapore-based company using an appliance gateway to integrate its flagship solution – ‘sendQuick’ with the various social messenger platforms in the market that include LINE, Viber, Facebook, WeChat, and Slack.

TalariaX has expanded its messaging capabilities for companies to connect with their customers and staff through hybrid messaging options including SMS, email, and instant messaging apps. With over 3 billion daily users and growing, instant messenger apps are rapidly evolving into the preferred communication method for companies. sendQuick provides two service options to companies: 1) integrating with the instant messaging platforms via a ‘chatbot’. Users subscribe to the bot after which companies can send automated service messages and support to customers through the bot 2) direct message delivery through the sendQuick server.

Companies can integrate sendQuick with their own servers to push alerts & notifications, to customers and streamline processes within the organisation. Messages are simultaneously delivered on SMS, email as well as chat apps making the process more spontaneous and interactive. In addition to alerts, companies can also send out messages for business processes such as marketing and emergency broadcasting, delivery notifications, job dispatch, inventory updates, appointment reminders, internal workflow, customer communication etc.

“As the instant messaging apps become a dominant mode of communication, more companies are looking at quick and easy ways to communicate with their staff and customers. It will benefit companies looking to minimize the disruption caused by downtime or send out alerts for various business activities, as they will now receive alerts on SMS, email and on instant messengers. This will help to streamline and integrate the various messaging delivery channels to communicate with the end user and in the process reduce overheads cost and time taken to respond to the customers,” said **JS Wong, CEO of TalariaX**.

“It will also enhance the operational efficiency by reducing the workload of the service and support team of the companies,” added **Mr. Wong**.

TalariaX develops and provides enterprise messaging solutions to over 1500 corporations, many of them being Fortune 500. The sendQuick range of solutions by TalariaX is proven to improve workflow and productivity.

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About TalariaX Pte Ltd

TalariaX™ develops and offers enterprise mobile messaging solutions for improving business workflow and productivity. Our range of business mobile messaging solutions is geared towards providing security and confidentiality of company information and mitigating disruption during unplanned system downtime due to cyberattacks. They include IT Alerts & Notifications, Secure Remote Access via 2-Factor Authentication, Emergency & Broadcast Messaging, Business Process Automation and System Availability Monitoring.

Our brands are: 1) sendQuick: an appliance as well as cloud-based SMS gateway 2) TalariaX Cloud: cloud-based IT infrastructure monitoring service and 3) sqoope: an enterprise instant messaging mobile app. sendQuick is used by over 1,500 corporations, including many Fortune Global 500 companies, in 40 countries across several industry verticals such as banking, finance, insurance, manufacturing, retail, government, education, and healthcare. TalariaX develops best of class wireless products and services to benefit customers.