

Advanced Messaging Solution

Grapevine's Defero is an advanced system to manage text message communication with customers and staff.

Defero provides small, medium & large businesses a secure, reliable and cost effective messaging solution that can be used for all your messaging requirements.

Defero can be integrated with other business systems to automatically send text messages to customers and staff.

Defero includes an extensive list of features to cater for all your message requirements, including two-way message communication, long text messages, message delivery confirmation and much more.

Defero is continuously being enhanced with innovative new features & services to enable all types of businesses to communicate more efficiently with their customers & staff.



“Here in St Vincent’s we wanted a communication system that would allow us to contact patients & staff quickly, effectively, discreetly and more cost effectively compared to traditional methods.”

Dermot Cullinan, Director of ICT,
St. Vincent's Hospital.

Benefits...

- ✓ Automatic, Timely and Direct Communication
- ✓ Reduce Communication Costs
- ✓ Contact Customers and Staff Instantly
- ✓ 99% of Text Messages Read in < 3 Minutes



Since 1996, Grapevine has provided innovative customer focused solutions and services to clients across a wide range of industries & services.

Product Features

- ✓ **Advanced Text Messaging**
 - ✓ Create unlimited templates for reminders, alerts or notifications
 - ✓ Include pre-defined & custom message fields
 - ✓ Supports text messages greater than 160 characters
 - ✓ Send messages now, later or schedule recurring messages
 - ✓ Confirm message delivery
 - ✓ Resend text messages
 - ✓ Block mobile numbers from receiving text messages
 - ✓ Configure time periods when text messages can be sent

- ✓ **Two Way Message Communication**
 - ✓ Receive & acknowledge text message responses
 - ✓ Review full message correspondence (sent & received)
 - ✓ Forward full correspondence details by email for further action
 - ✓ Automatic notification when new responses are received

- ✓ **Contacts Module**
 - ✓ Import contact details
 - ✓ Create contact groups with public, private or custom access
 - ✓ Send messages to individual contacts or contact groups

- ✓ **System Integration**
 - ✓ Automatically submit bulk message file from other systems
 - ✓ Upload ad-hoc list of text message recipients
 - ✓ Web Services to send automated messages & alerts

- ✓ **Reports & Data Export**
 - ✓ Sent messages & full message archive
 - ✓ Message responses & detailed correspondence information
 - ✓ Message statistics by day, week, month or year
 - ✓ Advanced search options for filtering results

- ✓ **Security**
 - ✓ Secure web application, database & SMS message gateway
 - ✓ Role based security with single sign on & password login
 - ✓ Dashboard for monitoring system status