

## CM2000 Case Study

### Care Workers use SMS to feed back visit reports.

**CM2000** provides solutions and services for call monitoring, homecare monitoring, and lone worker safety. Through its CallConfirmLive! service, CM2000 has become the market leader with over 150 sites using its services to provide better and more efficient home care delivery.

CM2000's clients include local authorities and independent home care providers, each of whom uses the CallConfirmLive! service to log, analyse, and report on home visits made by its care workers. The patented AURA technology that underpins the CallConfirmLive! service recently won a Queen's Award for Enterprise.

Rather than using timesheets and manual activities to track and manage care visits, CallConfirmLive! uses integrated computer-telephone technology to log, analyse, and report on care visits and carer performance.

### Project Requirements

"To continue our theme of practical innovation, we wanted to integrate text messaging within the CallConfirmLive! service", commented Chris Jackson, Technical Director at CM2000.

"We wanted to offer our clients the ability to easily and reliably send text messages to carers and supervisors from within the application."

Users based within a particular home care provider needed to be able to select one or more care workers from within the application, compose a message, press send, and have the SMS message dispatched to its recipients immediately. With CallConfirmLive! being in use across the UK, the messages had to appear on the recipient's handset as coming from the particular home care provider that sent the message, rather than an unrecognisable name or number.

The chosen method for integrating text messaging was to make use of a Web Service approach that required no additional software or objects from a text provider to be integrated within CallConfirmLive!.

### Project Solution

CM2000 reviewed the text messaging market and selected TextAnywhere as its partner.

“TextAnywhere was recommended to us. We used their well-documented Developer Toolkit APIs to integrate the sending of text messages within CallConfirmLive!”, added Chris Jackson. “The integration was very quick and easy.”

Users can now simply right-click on a contact (either a carer or a supervisor), compose a message or select a message template, and send the message for immediate delivery.

As well as being able to send text messages from within CallConfirmLive!, users also have access to an audit trail of messages that have been sent, along with each message’s delivery status.

## Project Successes

“The text feature of CallConfirmLive! has been very well received by our clients, and the application’s users. It is now completely relied upon as a valuable, swift and low-cost means of carer communication”, commented Chris Jackson. “CM2000 have a strong commitment to quality of service, particularly given the critical nature of the service being delivered by our clients to their communities. And TextAnywhere has supported us in the provision of a reliable and robust text service.”

The addition of text messaging has significantly helped home care providers ensure that home care appointments are kept. If an alternate carer is required due to, for example, a colleague’s illness, a text message to a pool of alternates can swiftly be dispatched, and a potential replacement found.

CallConfirmLive! also supports a two-way text service, enabling carers to reply to a message, with their reply instantly displayed within CallConfirmLive!

## Secure Company

Since 2002, TextAnywhere has offered a range of text services that focus on reliability, ease of use, security and good value, backed by quality support from a financially secure, profitable organisation.

## Range of Services

TextAnywhere provides commercial and public sector organisations with text messaging services that enable the sending and receiving of SMS messages from individual desktops or handheld devices, through online and email applications. These can be through a simple pre-paid model or monthly account terms.

The company also offers a Developer Toolkit for clients to integrate texting in to their own applications, as well as a White Label service for partners who wish to offer TextAnywhere’s services as their own, branded text messaging services.

If you would like to find out more about how TextAnywhere can help your business communications, please visit our website [www.textanywhere.net](http://www.textanywhere.net) or call the sales team on 08451 221 302, or email us on: [welcome@textanywhere.net](mailto:welcome@textanywhere.net).

