

How to send SMS from SysAid

using **OZEKI NG** SMS Gateway



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How to send SMS from SysAid?

Ozeki NG SMS Gateway is a solution for SysAid as it enables the end users to communicate with the administrators to solve their IT issues rapidly and safely. With this solution, the users can send SMS messages not only to their computer but even to mobile devices if they have a problem in the office.



By receiving an important SMS numerous system malfunctions can be healed in time, such as:

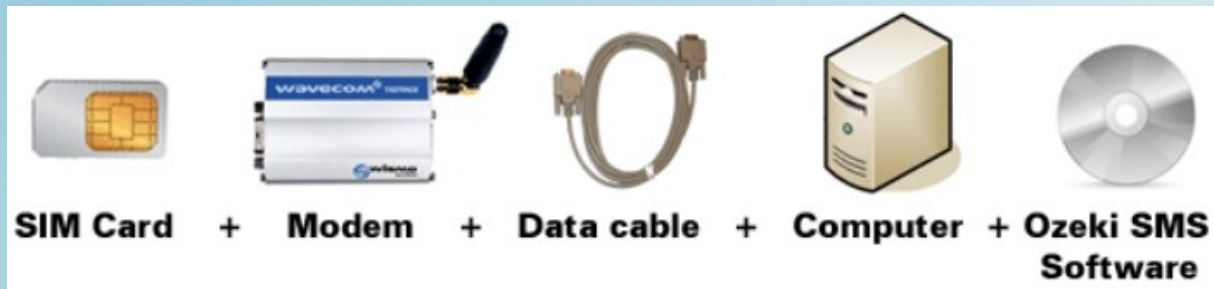
- **the security programs not functioning,**
- **there is no internet connection,**
- **no cooling in the server room,**
- **system errors,**
- **other types of connection problems within the company,**
- **etc.**

In addition to the above mentioned options, SysAid is able to forward the incoming problems to the competent supporter in an SMS. Thus this solution reduces system maintenance costs, response time and energy.

All in all with this solution shortens the long process of information flowing within and outside the company so catastrophe can be foregone and system breakdowns can be avoided by prevention.

Prerequisites

In order to run this efficient Ozeki NG SMS solution for SysAid you need to meet some requirement. Also you need to meet the requirements of SysAid, too. Please be sure to have these in order to have a swift working environment.



Checklist:

- SIM card: Obtain it from your mobile network operator
- Modem: Choose Wavecom Fastrack modem: www.wavecom.com
- Data cable: Comes with the modem
- Computer: Recommended: Intel P4 PC with 2 GHz, 2 GB RAM, 100GB available space on the HDD
- Ozeki NG: Download it from www.ozekisms.com
- SysAid

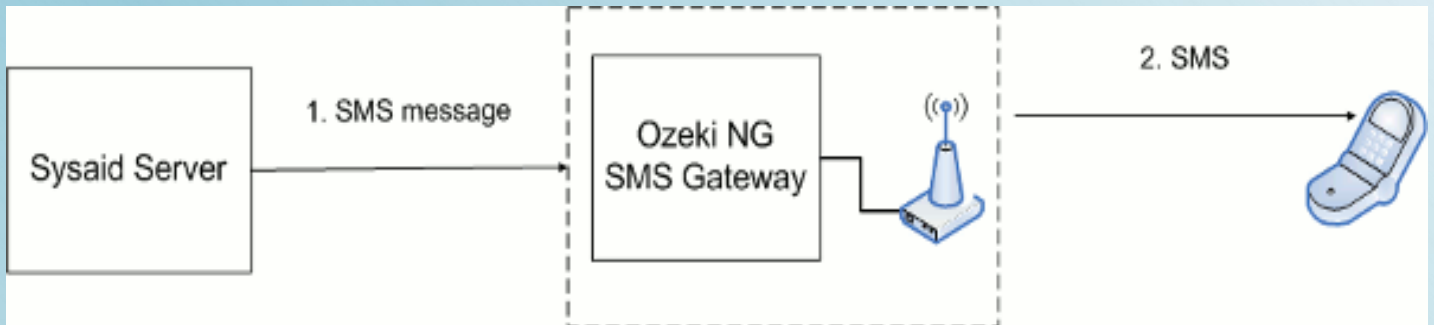
How to implement this solution?

SysAid is a multitasking software which includes help desk, monitoring, managing, and reporting functions. In a few steps you can configure your SysAid to be able to send SMS.

One of its services is to send a notification (e.g.:SMS) to the system administrator for instance when an event or an alarm occurs. In two simple steps you can configure your SysAid to be able to send SMS.

First you need to set up this application following the installation guide. Then set the properties of notification messages and provide the number of the recipient, if an event occurs. Finally, to see that the system works you need to create a test alarm.

Ozeki's solution will take over from this point. When an error occurs in the system, SysAid generates an alarm and reports to Ozeki NG. Ozeki NG immediately send the SMS to the mobile user through the GSM modem.



Benefits

Ozeki NG-SMS Gateway with SysAid makes business life easier and faster because it provides a modern and developed communication system. This solution improves communication between end users and administrators by creating a real help desk system to help solving problems as fast as possible. Ozeki NG increases the efficiency of SysAid by reducing response time so there is no stoppage in the workflow. Furthermore, Ozeki NG can be used for other kinds of services such as sending text messages about various topics like notifications about important dates, events, news letters, etc.

Conclusion

All in all Ozeki NG SMS Gateway solution for SysAid allows your IT environment management program to send SMS directly to a mobile user. In addition to that you can manage and control your IT environment, and keep contact with the competent people from your mobile phone.

Consequently Ozeki NG's solution will save you maintenance costs and manpower allowing your business activities more efficient and professional.