



CASE STUDY: Room Service

Kinetic partners with ProcessFlows UK to provide SMS messaging for Room Service.

Room Service is Kinetic's software for managing student accommodation. It is used by Universities and private providers across the UK to manage over 100,000 beds. Innovation and continuous development is at the heart of their business, along with their ethos of personal service and ease of access, makes for perfect partnering synergy with ProcessFlows.

A Fruitful Partnership Since 2013

Kinetic has worked with ProcessFlows UK since 2013, helping to provide SMS notifications from Room Service. ProcessFlows has over 32 years' experience in delivering complex business solutions, often as part of a larger project, creating not just a wealth of experience, but also a highly-skilled team of business consultants and analysts, whose total focus is to support our partners and customers.

Kinetic Integrates Cloud-Based 123-txt and Removes the Need for In-House Messaging Servers

Room Service now connects directly into the ProcessFlows SMS platform, 123-txt, www.123-txt.com for outbound SMS notifications, removing the need for in-house messaging servers. 123-txt is a feature rich cloud based SMS gateway, residing within MS Azure, with a 3 x node replication for resilience and security.

The integration also enables a detailed history of this type of correspondence to be recorded against the resident record within Room Service, thus allowing for an extensive audit trail.

The Result - Software that's Great Value for Money and Easy to Implement

Room Service provides the ideal solution for Universities and private operators who want a cloud based solution with low cost of ownership with SMS messaging built in. There's no need to download yet another App, as student mobile numbers are collected at time of registration/application.

SMS messaging can be used to speed up transactions, market rooms and help with the management of property operations with SMS update and notifications as part of the workflow process.

Integrate CRM Activities; System generated emails and text messages

plus scheduling of bulk communications generate communications as you need.

Delight Students; Contact them and provide notification in a medium they know and use. This can include reminders for induction days, departure dates and more. Text messages have over 45% response rate whereas email only has 6% response rate. 99% of text messages are read within 3 minutes of receipt.

Smooth Operations; Manage room operations with SMS notifications and reminders for cleaning, inventory, inspections, arrivals and departure.

Control Finance; Send rent reminders via SMS and help manage rent arrears.

For more information or a demo on how to SMS enable your Room Service application contact Kinetic on 01584 871800.