

MINISTRY OF CIVIL SERVICE AFFAIRS AND HOUSING

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Arwa Zaghmout, Ministry of Civil Service Affairs & Housing (MCSAH)



Background to customer

The Ministry of Civil Service Affairs and Housing (MCSAH) provides popular houses for citizens with limited income and the aged and grants furnishing allowance for beneficiaries.

Challenges and business issues faced

The Ministry of Civil Service Affairs and Housing of Qatar required a new, reliable and flexible software to replace their existing SMS router. The new solution should serve as a platform for internal SMS Push and Pull services and should come with extensive support for Arabic characters, seamless Oracle integration and direct SMSC Connectivity via SMTP.

Deraldack product that was selected

Deraldack's message master[®] xsp was selected as it was the only solution that fulfilled all requirements.

How/where the product was deployed

message master[®] xsp could be seamlessly deployed and integrated. It performs the following 2-way SMS services in the Ministry:

- SMS payment notification: message master[®] xsp sends periodic SMS messages with payment information to all registered members of the Ministry (push service). The payment information are stored in the Oracle database. message master[®] xsp automatically retrieves the data from the database, transforms the information into SMS messages and submits them to the mobile phones of the employees.
- SMS working time reports: message master[®] xsp sends automated SMS notifications to those employees whose working hour reports show a deficit (automated push ser-

vice). Working hour reports are updated daily and the information is stored in the database. message master[®] xsp checks the database regularly and, if required, sends the alert to the employee at the end of each month.

- Leave balance: An automated pull service sends the leave balances from a database to any mobile number sending the command “LBAL” to message master[®].
- Evaluation balance: Employees use this pull service to retrieve the evaluation balance by sending the command “EVAL” to message master[®]. They cannot only retrieve but also update and insert data to their database table depending on which column they select by sending a certain SQL statement. Leave balance and evaluation balance are pull services on demand of any employee. SQL statements check the database tables for specific records and return the results to the mobile phone of the senders.
- Accept & Reject: This service is provided for managers only who can reply with Yes or No to any request that was sent by an employee. If an employee wants to retrieve data from the Oracle database, a message is automatically sent to his manager who either sends Accept or Reject.
- Email notification: Employees receive notifications on new e-mails on their mobiles. message master[®] checks e-mail accounts of employees in certain intervals and informs the user about new messages. Depending on the settings, the notification shows the subject, the sender information and parts of the message text on the mobile.
- Department alerts: This service keeps staff members of the Ministry up-to-date about important projects and processes. If re-

Client:

Ministry of Civil Service Affairs and Housing, Qatar

Industry:

Public Sector and Public Services

Deraldack product:

message master[®] xsp

Business challenges:

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Business benefits:

Since the implementation of message master[®] the Ministry has been benefit from the significantly improved quality and uptime of the offered service.



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quested, a real-time Windows message with information about the process (automated pull service) will be send.

What business benefits has the client enjoyed as a result

Since the implementation of message master® the Ministry has been benefit from highly reliable message transmission the platform guarantees by offering features like automated failure recovery, fail-over and persistent messaging. The quality and uptime of the offered service has improved significantly and the Ministry is now ready to increase the number of services and the SMS message volume in the future.

Furthermore, as a proven standard software message master® xsp could be deployed rapidly and seamlessly only in a few days. The enormous flexibility of the software guaranteed implementation of all existing and new SMS services ad-hoc.

An open architecture allows the system to be easily enhanced with further SMS applications and services as well as with technical standards like MMS.

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Derdack is an independent software vendor offering mobile messaging platforms and notification workflow software. Derdack’s premium products provide clients with unsurpassed service innovation and business continuity. Derdack is recognized for its intuitive yet inspiring software products and has customers in over 50 countries worldwide.

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