



# Stoffwerk

Economical mobile customer service with atmsMessaging

## Case Study

### Company **Stoffwerk**

Stoffwerk is one of the top addresses for high-quality, modern bespoke clothing for men and women in the heart of Vienna's city centre. The regular clientele includes numerous prominent local and international figures from the world of politics, business, sport and entertainment. [www.stoffwerk.at](http://www.stoffwerk.at)

### Requirement

In order to offer additional, fast service and cater for modern communication patterns, Stoffwerk customers receive appointment confirmations and reminders (e.g. regarding fittings or collections) conveniently by SMS. The previously used SMS transmission system was to be replaced with a solution that offered the company more advantages. This solution had to be simple, cost-effective and secure.

### atmsSolution

With atmsMessaging, Stoffwerk can now create and send SMS or MMS messages, store and manage customer data and access clear statistics in this regard at any time and from any location via a user-friendly, password-protected web platform. SMS/MMS transmission is fast, reliable and economical via their own atms-Network. The SMS/MMS messages can be sent to individual customers / mobile numbers as well as to groups compiled freely in advance – atmsMessaging is therefore also ideal for marketing measures, such as notification of special promotions for regular customers.

***“As a supplier of high-quality bespoke clothing, we were looking for a partner who operates to the same high standards in their own field as Stoffwerk. We have most definitely found this partner in atms. The new Messaging tool is really simple to use and our clients can be confident of receiving the excellent service that they have become accustomed to.”***

Andreas Agh, Managing Director of Stoffwerk

# atms