

# WIC Messenger

WIC Messenger is a complete contact management and communication solution for the BlackBerry® smartphone, designed from the ground up to ensure that messages reach their destination via redundant delivery methods, and using the most up-to-date contact information. Often used by Fortune 500 companies and government agencies as business continuity tools, WIC Messenger is applicable for any situation where seamless, reliable notification is required.

- **Up to date contact information at all times:**

- > Provide a comprehensive corporate address book to your BlackBerry users, ensure that it's always up-to-date
- > No stale or out of date contact information – ever - so you know your message will get through

- **Add a mobile layer without re-inventing systems:**

- > WIC Server aggregates contacts from multiple existing back-end sources
- > Don't reinvent the wheel for wireless – just seamlessly add a mobile layer to existing systems

- **Reliable, redundant, message delivery:**

- > Mass notification messages can be delivered via email, BlackBerry PIN, SMS, and voice call-back\*
- > Overcome network or system outages that may occur

- **Chat:**

- > Simple and secure IM between users or groups on the PC and/or BlackBerry
- > Chat fails-over to BlackBerry PIN-to-PIN messaging to ensure reliability

- **Reporting and compliance:**

- > View a real-time dashboard of all message activity and status
- > All messages are logged in a SQL database for analysis and regulatory compliance



*"Wallace is mobile, its wireless command does not rely on network connection or server availability. Its communication capabilities are dependable when other communication systems such as landlines, cell phones or email are not operational, thus making it invaluable in an emergency."*

Peter Trommelen CBCP  
ATB Financial

System requirements:

- BlackBerry smartphones with operating systems v4.2 and up.
- P4 server with minimum 2.5G clock speed, 1Gb RAM, 6Gb hard drive.
- Windows XP Service Pack 2 or Windows Server 2003. Virtualization supported.
- Access to MS SQL 2000 or 2005.

\*SMS and voice call-back through a third party partnership.