



secure mobile messaging for financial services providers

acision powers a suite of next-gen communication services that facilitate more efficient interactions between businesses and consumers – from secure text and instant-messaging to voice calls and video chat.



Key benefits

- Global leader in mobile messaging
- Secure SMS + IP messaging
- Email-SMS integration
- Cost and security optimised routing to over 800 operator connections worldwide
- Available as a cloud or private cloud solution
- Innovation assured – with SMS, voice and video chat options from a single provider

Acision is the global leader in mobile engagement services with a 20+ year history. Via our Forge by Acision suite of services, we are providing secure SMS, two-factor authentication and secure instant messaging services to some of the world’s leading financial institutions. We are also pioneering next-generation video and voice communication products that enable richer, more intelligent communication between businesses and consumers.



Forge by Acision is a suite of smart communications products designed to help financial services providers build additional two-way communication channels with their customers. Forge Secure Messaging complements the offering with proven maximum data security and network availability. The Forge SMS network enables a high quality, seamless communication experience, ranging from simple authentication transactions, to complex routing of time-sensitive information for customers in distress, to global SMS, processed at speeds of several hundred messages per second.

In addition to text messaging, the Forge SDK enables sophisticated, next-generation customer interactions, including voice and video calling and screen-sharing. With user-context at the centre of the offering, the Forge SDK is available for iOS and Android apps and websites. For example, user information and transaction history can be displayed to the agent when a call comes through, so the agent can push relevant information to the customer’s screen without having to re-authenticate the user or ask them to repeat information. This translates to a faster call resolution.



IN FINANCIAL SERVICES, 30% TO 40% OF CALL CENTRES’ TIME IS SPENT TRYING TO FIGURE OUT WHAT THE PROBLEM IS²

¹ According to research by YouGov and commissioned by Intelligent Environments, based on a survey of 2000 UK bank customers in February 2013

² As noted by consulting firm WebRTC Strategies

Flexible Service Offerings

With Forge by Acision, companies can launch differentiated services quickly and watch measurable increases in two-way communication efficiency and customer satisfaction. Rather than working with multiple service providers, Acision provides a comprehensive set of communication solutions, available à la carte.



Two-Factor Authentication

Authenticate registered users with a pin code sent to their mobile device. Once registered, if fraud is suspected, a one-time PIN code can be sent to their mobile phone, and that same code must be entered to access secure information. Once their identity is verified, text messaging can also be used to retrieve lost passcodes.

Security & Performance



Our enterprise services are hosted in state-of-the-art computing centres (certified acc. ISO 9001 and ISO/IEC 27001). IP messaging is secured using DTLS-SRTP, which is the best-of-breed, most up-to-date, mechanism. All of our signalling and control messages are REST and WebSocket based and use HTTPS (TLS). The network is designed to be horizontally scalable and redundant. The network is hosted in the geo-redundant ISO/IEC 27001 certified data centres, which are regularly audited in the course of large financial institutions services.



Global Messaging

In addition to enabling voice and video interaction, our global messaging platform reaches devices worldwide and can be used to send alerts, reminders, verify user-identity and to bridge the conversation from a desktop to a mobile device. Acision's 20+ year history in messaging and 32% messaging market share gives us the ability to offer secure and scaled infrastructure to serve large enterprise customers.

Device Support



For our secure messaging services, we reach 800 carrier networks and any device that supports a text message. Forge supports all standard protocols: SMPP, UCP, HTTP/S and email. Our SDK supports sophisticated voice, video and IP messaging interactions on iOS and Android (native library for apps), Chrome and Firefox browsers (using WebRTC), and Internet Explorer and Safari (using a browser plug-in).



Scalable & Future-Proof

Forge by Acision has invested in helping to create the 'wow' moments using WebRTC technology. This configurable functionality can be added to a provider's mobile app, and set up so that only signed-in, VIP customers can initiate a voice or video call, for example. Coupled with biometric data, if a customer logs into their account and fraud is suspected, they can press a button on their app to speak with an agent who can better authenticate their identity in a personalized and disarming way.

