



 **netgsm**  
Next Generation Telecom Operator

[www.netgsm.com.tr](http://www.netgsm.com.tr)

# About Us

## Netgsm İletişim ve Bilgi Teknolojileri A.Ş.

It is a new generation telecom operator that produces economic solutions to your corporate communication needs by integrating the communication channels with the developing IP technology.

With licenses from the BTK (Information and Communication Technologies Authority), Netgsm has been providing subscribers with value-added services and the following services all in one panel, maintaining its position as the industry leader.

- Number services (0850, 0800 or 0312, 0212 etc.)
- Mobile Number (0510)
- Netsantral (Cloud Softswitch)
- Bulk SMS
- Netasistan (Call Center Software)
- Access Control Tracking Systems (PDKS)
- Smart Building Management Systems
- OTP SMS
- Digital Fax
- Voice Message



## End-to-end secure communication

Through LPPD compliance procedures and trainings, we take precautions and care to protect your personal data. We provide secure infrastructure with TLS and SRTP encryption.

### ISO 22301

Social Security & Business Continuity Management System

### ISO 10002

Customer Satisfaction Management System

### ISO 27001

Information Security Management System

### ISO 20000

Information Technology Service Management System

### ISO 45001

Work Safety and Health Management System

### ISO 9001

Quality Management System

## Uninterrupted communication

With two independent Tier III data centers and six different data centers spread across various Turkish regions, we are at your service.

## Digital subscription

You can create a subscription through the “My Netgsm Account” application with the Chip T.R. Identity Card and the NFC feature of your phone and start using it immediately.



# Bulk SMS

Send Bulk SMS with your custom title or Netgsm subscriber number to your target audience. Add value to your business with our SMS services.

## Easy-to-use interfaces on different platforms.



Webportal



API / Integration



Mobile App



Desktop Program



Excel Plugin

## Thanks to our direct connection, we can provide operators accurate reports.

You can generate reports, obtain statistics, and check the SMS transmission status, number, and results.



- ✓ Wide Payment Network
- ✓ Complete Integration into iYS
- ✓ Licensed and Legal Transmission



## OTP SMS

Send information and passwords via SMS quickly and safely.

-  Fast SMS for sending passcodes, confirmation codes, etc.
-  Transmission via API
-  Secure communication with 2-step verification and IP restriction
-  BTK licensed and legal transmission

## Flash SMS

Display SMS as notification on mobile phone screens.

-  Direct display on mobile phone screen
-  Transmission with header or subscriber number



### Interactive SMS

You can reply to SMS messages sent to your private number, such as 0850 or 0212, 0312, etc.



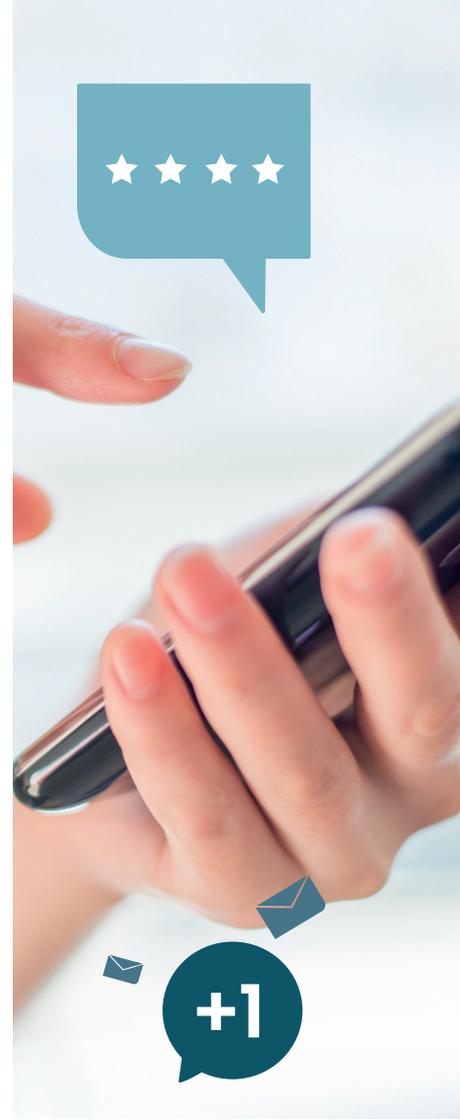
### iYS

6563- You may send legally compliant and fully integrated information regarding the regulation of electronic commerce.



### Periodic SMS

You can automatically send your recurring SMS messages at certain intervals.



# 0850 Number

**Corporate companies prefer 0850 numbers.**  
(Additionally, there are province-specific 0212, 0312, etc. numbers.)

Either switch your phone number to Netgsm or get a unique new number. Take advantage of the new landline phone service as soon as possible.

- No busy signal when using VoIP technology.
- Utilization with platform integration
- Access and management via the Internet from anywhere
- Supply and setup of all required equipment

## How do I use the next generation IP communication service?



### IP Phones

Register your number to Netsipp and other brand IP phones.



### Netsantral

You will have access to a number of features, including call voice recording, call tracking, and a robot operator.



### Mobile App

You can use it from any location with internet access using Netsipp or other mobile applications.



### Desktop Programs

You can use your number with Netsipp Softphone or other desktop phone programs.





## The Difference Between 0850 Numbers and 444 Numbers

- ✓ **When allocating 0850 numbers,**  
You don't pay exorbitant fees like for the initial 444 number allotment.
- ✓ **Incoming calls to 0850 numbers are free of charge,**  
but at 444 numbers, there is a routing fee.
- ✓ **You can receive unlimited simultaneous calls at 0850 numbers,**  
whereas the number of simultaneous calls you can receive at 444 numbers, is the same as the number of call-defined lines.

## Why Netgsm in number service?

- 45+ call center support team
- Full support with 100+ staff
- Free API and integration
- 24/7 phone and email support
- Connection to operators and the Number Porting System (NTS) without any intermediaries
- BTK licensed and ISO 27001, ISO 9001, ISO 10002, ISO 45001, ISO 20000, ISO 22301 certified
- Price transparency
- 20+ years experience
- VIP customer representative
- Participating in the Netgsm ecosystem
- All services in a "Single bill" opportunity
- Reliable reporting

# Netsantral (Cloud Softswitch)

**Add value to your communication with your customers with the new generation telephone softswitch.**

It is a new generation telephone softswitch that replaces the old type of physical telephone softswitch, operates over the internet, can be integrated into software, and has all technological features.

**Utilize your softswitch 100+ features and integration with all IP devices and mobile applications.**

- Advanced IVR
- Detailed voice/emotion analysis
- Robot operator voicing
- Missed call statistics
- Audio record
- Instant monitoring via TV or Wallboard
- SMS transmission and post-call survey
- Agent scoring
- Free calls between branches

**You have total control over your switchboard thanks to the mobile application.**

You have immediate access to the details of your incoming/outgoing calls and voice recordings. You can view statistics based on department/internal/date.



With **Netsipp** app you are connected to the internet search from anywhere can make incoming calls you can afford.



## Add value to your softswitch with advanced modules.

-  Text to Speech (US) Robot
-  Software Integrations
-  Receiving Payment Confirmation at the Door
-  Sound Analysis
-  Keeping interview records
-  Credit Card Collection
-  Advanced Auto Search
-  Storing the Callers

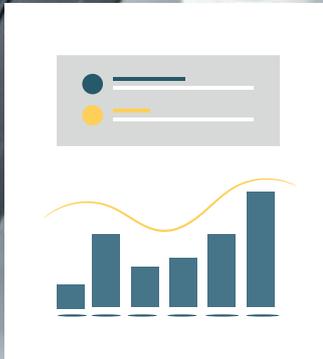
*and more...*

## Easily analyze your incoming and outgoing calls.

Save your reports as CSV, Excel and PDF, view the date-based density graph and your abandoned calls instantly, analyze detailed talk times.

## Means of Usage

-  IP Phone
-  Headset
-  Netsipp Softphone
-  Mobile App
-  Diverting to Mobile



# Netasistan (Call Center Software)

**Communicate with your customers through different channels, respond quickly from a single platform.**

By creating tickets from all communication channels with Netasistan, you can follow customer support processes on a single platform and respond with the communication channels you want.



SMS



Email



Ticket



Social Media Integrations



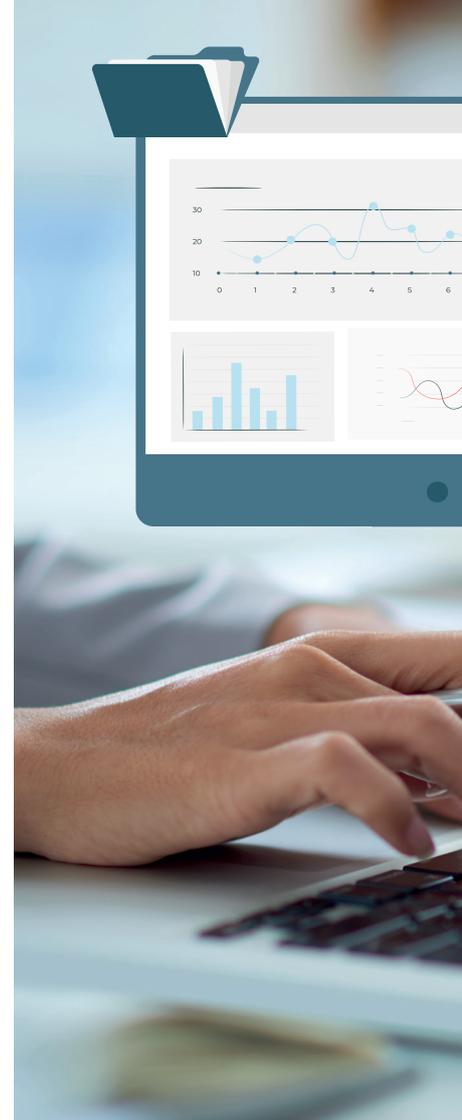
WhatsApp

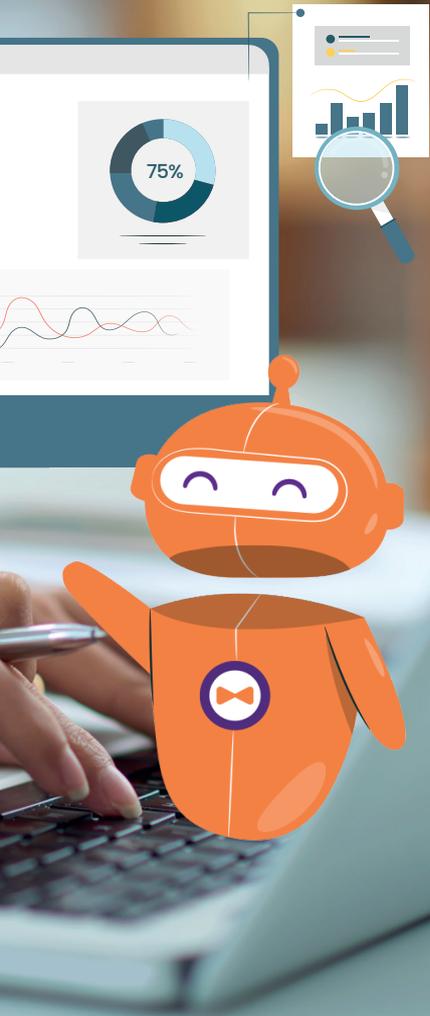


Call Center Solutions

**Everything you need to manage your communication is on Netasistan.**

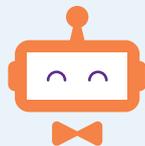
- Webphone
- TV Wallboard
- Call Tracking
- Task Card
- Reporting
- Customer Card
- Ticket
- Integrated Support System
- Call Scoring
- Agent Screen





## Provide professional support with advanced features.

- You can manage your communication with your customer from a single point.
- You can create a unique guide based on your needs or industry.
- You can see your customer's ticket history and listen to audio recordings.
- You can report your calls internally, on a departmental basis, or on a daily, weekly, and monthly basis.
- Thanks to Netsipp, you can answer calls with your desktop softphone and hang on.
- You can distribute work in-house with multiple user support.
- Thanks to ticket response time tracking, you can make an acceptable response time measurement.
- You can identify the caller and generate an automatic ticket for the incoming call thanks to Netsentral integration.



With the help of Netsasistan, you can manage and monitor your communication while building better, more professional relationships with your clients.

# GSM

## Are you ready for a change in communication?

It is Turkey's first full MVNO (Mobile Virtual Network Operator) service, where all operator operations such as subscription, number assignment (0510 22X XXXX), and mobile number porting are possible, and where Netgsm handles all operator processes such as support and infrastructure. Its basic network infrastructure is our own, and base stations used to communicate with subscribers are rented.



### Secure Communication

Regular penetration tests are performed regularly and our technical team continually monitors the situation.



### Digital subscription

Instantaneous subscription through the My Netgsm Account app using a Chip ID Card and the NFC functionality of your phone.



### Availability of the Support Team

Netgsm is also available outside office hours. In addition, a VIP customer representative is assigned.





## **M2M and IoT services are rapidly advancing into our daily lives.**

As a new-generation telecom operator, we serve corporate subscribers with fast subscriptions, immediate support, and a strong API structure.

### **Sectoral Solutions**



Vehicle Tracking



Industry



Energy



Smart Buildings



Security



Agriculture



Transportation



Retail



Healthcare

## **With data packages, your internet is everywhere with you.**

With data packages that you can use on your phone and tablet, you can access the internet from anywhere.

## **Establish machine-to-machine communication.**

You can exchange information between devices with M2M (Machine-to-Machine Communication) packages.

# Cloud PDKS

## Personnel Attendance Control System

Without setting up any programs, you can monitor your staff's leave, annual leave, overtime, and compensatory work online. For the authorization of transactions, you can specify a unit and hierarchy of authority.

## Access Control System

You can track your users passage transactions, increase passage security, and report passage movements.

## Labour tracking is easier with the Cloud PDKS mobile application.

- Follow-up of labor movements
- Requesting overtime
- Special reporting to R&D centers
- Making annual leave request
- Labour transactions and listing through QR scanning or using location



# Voice Message

## Send your voice to thousands of people at once.

- Easy-to-use interface and API integration
- Connection to direct operators without intermediaries
- Tracking online transactions and receiving them in excel list
- Future-dated adjustment
- Survey, reporting
- Pre-submission demo and approval option

## Gather and report the opinions of your audience.

It is now very easy and affordable to find out the ideas and thoughts of the target audience by making a survey.



Poll by Phone Dialing



Voice Recording

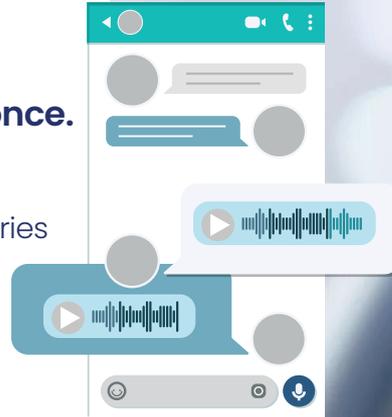


Search for Campaigns and Products



Market Research and Survey

*and more...*





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