

# Interactive Media Deploys Successful Notification Solution for the More Than 4,500 Italian Notaries Served by Notartel

Case Study

Built on Dialogic® CG Series Media Boards and Dialogic® TX Series SS7 Boards

Build on Dialogic

Notartel S.p.A. was established in 1997 to create and manage information and communications services for Italian notaries. Today, Notartel connects more than 4,500 Italian notaries through a special intranet called Rete Unitaria del Notariato (RUN). Through RUN, Notartel offers important IT services for notaries, including web access and email (xxx@notariato.it), along with easy access to specialized information sources, such as the Italian land registry, registry of wills, chambers of commerce, and public automobile registry as well as access to legal notices, the IT system of the Supreme Court, and e-government applications.



## Notification System Critical for Keeping Notaries Informed

Because of the complex and vital professional services that it provides, Notartel needs a robust system of outbound notification to contact its notary customers whenever network, application, service, or system failures occur. In addition, emergency notifications need to be sent via several alternative communications channels, including SMS, fax, and telephone.

Non-emergency messages must also be provided to notaries, including regularly scheduled reports and reminders. The notaries can choose how they wish to be contacted, how often, and when.

## Notartel Chooses an Interactive Media Solution for Outbound Notification

After considering several alternatives, Notartel chose the Interactive Media IM.MOS Solution for Outbound Notification Campaigns. IM.MOS allows Notartel to broadcast information to its notary customers according to a pre-defined schedule or on demand when specific events occur. For example, notaries can be notified proactively of network failures or reminded of the dates and times for system maintenance.

Notary customers can choose to be contacted via voice or video calls, SMS or MMS, fax, or email, and Notartel can use pre-recorded voice messages, text synthesis (employing multilingual Text-to-Speech), or image/video content. Fax messages can be generated from standard Microsoft Office files while MMS, SMS, and email (with or without attachments) can be edited directly from the IM.MOS web management console.

To increase reliability and security, IM.MOS runs independently at the Interactive Media Data Center to protect the notification solution from system failures that may occur at Notartel. In addition, Notartel can use IM.MOS on a separate system for outbound campaigns, internal messages, and event management and for the provisioning of a web interface that allows notaries to send outbound messages to their clients.

## Interactive Media Chooses Dialogic® Media and Signaling Products

Interactive Media is currently using Dialogic® CG Series Media Boards for media processing and Dialogic® TX Series SS7 Boards for SS7 connectivity for its IM.MOS solution and has the Dialogic hardware and software integrated directly into the IM Multimodal Services Delivery Framework.

In order to benefit from the efficiencies of software-based media processing, Interactive Media began migrating IM.MOS to Dialogic® PowerMedia™ Host Media Processing Software in 2011 and expects to deploy the new messaging solution soon.



## About Notartel

Notartel was created for notaries in 1997 to manage the computerization of document processes and interaction with the Public Administration in Italy. As a service provider for notaries, Notartel has helped to enlarge the quantity and enhance the quality of notarial services while saving time in the management of notarial procedures and compliance practices and improving reliability and security. By 2011, Notartel had grown to more than 80 employees who serve the needs of more than 4,500 notaries in Italy.

For more information, visit [www.notariato.it](http://www.notariato.it).

## About Interactive Media

Founded in Italy in 1996, Interactive Media offers products and services to improve the performance of communications-based services. Its product line is based on the proprietary Meltemi platform, a powerful Service Delivery Platform that allows for flexible, fast implementation of telecommunications services and Customer Relations Management systems. Interactive Media maintains offices in Italy, San Paolo (Brazil), and Tampa (Florida).

For more information, visit [www.imnet.com](http://www.imnet.com).

## About Dialogic Inc.

Dialogic develops products and technologies that enable reliable, seamless, and efficient communications across countless devices on any network. Dialogic streamlines the delivery of high-demand mobile, VoIP, and traditional services. Dialogic also focuses on any-to-any connectivity and IP-enabling its traditional media products to smooth the move from TDM to an all-IP environment.

For more Information, visit [www.dialogic.com](http://www.dialogic.com).

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Information about Notartel and Interactive Media for this case study has been provided by Interactive Media.

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