

Defero Product Information

Defero is a unique web based system to manage text message communication with your customers or employees.

Defero provides small, medium & large organisations with a secure, dependable and cost effective messaging system that can be deployed throughout the organisation for any messaging requirement.

Defero can be integrated with any business system to provide automatic, timely and direct communication.

Defero is modular in design and includes an extensive list of standard features plus optional contacts & message response modules.

Defero is continuously being upgraded and improved to provide innovative new features and messaging functions.



“Here in St Vincent’s we wanted a communication system that would allow us to contact patients & staff quickly, effectively, discreetly and more cost effectively compared to traditional methods.”

Dermot Cullinan, Director of ICT,
St. Vincent's Hospital.

Benefits of Defero...

- Cost effective enterprise messaging solution
- Caters for all messaging requirements
- Extensive list of standard & optional features
- Integration suite for automated messaging



Grapevine Solutions is an innovative supplier of customer focused software solutions and services. Since 1996 Grapevine have supplied products and services to a wide range of private and public sector organisations.

Standard Features

- ✔ High Performance Messaging Database
- ✔ Defero Web Application
- ✔ Role Based Security with Windows Active Directory Support
- ✔ User Profile & Department Management
- ✔ User Account & Password Expiry Options
- ✔ Standard & Priority Message Queues
- ✔ Unlimited Message Volumes
- ✔ Supports National & International Mobile Network Operators
- ✔ Web Service & Automated Text Message Interfaces
- ✔ Contact Details Import and Export
- ✔ System Monitor for Outbound Messages & Responses
- ✔ Message Templates with User-Defined Content
- ✔ Automated Text Messaging
- ✔ Ad-Hoc Text Messaging
- ✔ Re-Transmission of Selected Text Messages
- ✔ Message Delivery Scheduling
- ✔ Message Delivery Confirmation
- ✔ Mobile Number Blocking
- ✔ Mobile Number Validation
- ✔ Reports with Multi-Level Search Functions & Data Export
- ✔ System Event Log

Optional Modules

Message Response Module

- ✔ Response Inbox providing two-way messaging
- ✔ Automated Response Email Notification
- ✔ View & Forward Message Correspondence History

Contacts Module

- ✔ Import & Export Contacts
- ✔ Contact Groups with Public, Private & Custom Access
- ✔ Send Messages to Contacts or Contact Groups

To obtain further information visit www.grapevine.ie or contact Grapevine Solutions at +353 1 6218004 or email defero@grapevine.ie