

**APRIL
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THE NMS NEWSLETTER

VOLUME 2 . ISSUE #4

The official monthly business newsletter of New Media Services Pty. Ltd. It serves to give up-to-date information on the products and services under the NMS brand, as well as news involving the Web and Mobile industries.

New Media Services (NMS), a leader in Global Corporate Outsourcing and Custom Business Solutions, is looking forward to be among the attendees of "Collision", one of the fastest growing tech conferences in America. This tech conference will be held at Ernest N. Morial Convention Center in New Orleans from April 30 to May 3, 2018.

Attending this event will be the Founder and CEO of NMS, Martin Eyking, Solutions Director Joey Gabra and Product Development Head, Merlene Leano. Dubbed as the "NMS Dreamteam" they will have access to 16 stand-alone conferences to cater to every industry like transportation, data management, entertainment, design, development and many more. Along with these conferences, Collision is also known for its night time networking events and showcases. These events would prove to be another great learning experience as company.

NEW MEDIA SERVICES TO ATTEND COLLISION CONFERENCE 2018

Not only will New Media Services attend this event, the Dreamteam will also represent NMS as one of the exhibitors in the event. Located at booth number 118, NMS will showcase their capabilities as a Global Corporate Outsourcing and Custom Business Solutions provider. With offers in Community Management (Monitoring, engaging and moderating on all public online spaces), End-to-end customer communication (SMS, IM, Email and Voice) and Multilingual Call Center services.



New Media Services
Your Back Office is our Front Office



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About Collision

As per the Collision 2018 Website: Collision is "America's fastest growing tech conference" created by the team behind Web Summit. In four years, Collision has grown to over 25,000 attendees from 119 countries. Attendees include CEOs of both the world's fastest growing startups and the world's largest companies, alongside leading investors and media.

This event will be comprised of the most influential tech founders and CEOs of the 21st century; Speakers like Brad Smith, President of Microsoft, Mark Hurd, CEO of Oracle, Jeremy King, CTO of Walmart, Antigone Davis, Facebook's Global Head of Safety, John Chambers, Chairman Emeritus of Cisco, Chris Slowe, Chief Technology Officer of Reddit, Keith Weed, CMCO of Unilever, James Goldston, President of ABC News, Brian Halligan, Founder of Hubspot, Meredith Artley, Editor in Chief of CNN Digital, Rose Stuckey-Kirk, CCSRO of Verizon as well as a lot more influencers across the globe.

End-to-end customer communication (SMS, IM, Email and Voice) and Multilingual Call Center services.

Booth 118, Ernest N. Morial Convention Center, New Orleans

New Media Services is looking forward to seeing you at Collision 2018! Visit our booth and learn how our services can help your business!

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"Conferences is a great way to acquire knowledge and learn new strategies from known influencers across the globe, I believe that growth comes from continuous learning"

-Martin Eyking, NMS CEO and Founder

NMS CARES **DEAF** FESTIVAL **2018**

Celebrating Youth, Life and Resilience with the Hearing Community

New Media Services (NMS) takes its corporate social responsibility to heart through NMS Cares programs. Now in existence for close to four years, NMS Cares continues to support Deaf children through activities, educational programs and skills development.

On May 25 all the way to May 27 of this year; at the CAP Convention Center, Camp John Hay in the heart of Baguio City (The Summer Capital of the Philippines), NMS Cares pushes forward with the Deaf Festival. This is the second of what is to be an annual major event for the Deaf and Hard-of-hearing, their families and the community.

Apart from the year-round activities and programs already regularly done by NMS Cares, this three-day collection of events marks the culmination of the efforts to showcase talents, raise funds, give thanks and increase awareness.



Kicking off on May 25, the Deaf Festival offers 4 seminars from mentoring methodologies all the way to photography plus a film showing from the contestants of the NMS Cares Film Festival (May 25-26).

May 26 continues with 6 seminars covering emotional insight, learning characteristics, teaching strategies and more. Simultaneously, the NMS Cares Sports Festival shows the spirit of sportsmanship at the Brent International School, Baguio City. Ultimately culminating in a Gala Dinner and Thanks-giving Raffle at 6:00pm to 10:00pm.



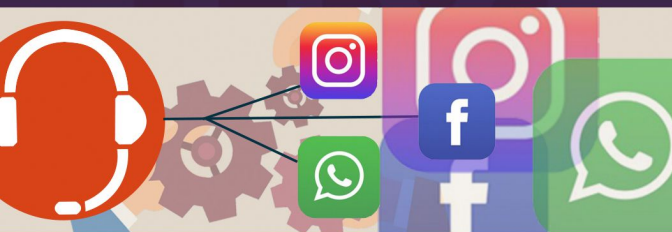
The final day does not lose any momentum either. May 27 showcases two major educational seminars on "Is being Deaf a negative?" and a skills-oriented seminar on Web Design. These morning to noon events also include a not-to-be-missed talent contest and family day.

NMS Cares being a non-profit organization needs your help to enhance and expand their campaigns and projects. Not just for these major events but for all the programs and activities through-out the year including sponsoring scholarships under the S.E.E.D. Program (Support for the Education of the Exceptional Deaf).



For more inquiries, involvement and assistance contact Jardeneil R. Dacyon, the Executive Director of NMS Cares. Email: jarde@nms-cares.org

In and Around the NMS Sphere



Social Media as a Customer Service Too

"By providing a more personalized customer support through social media, a brand gains the potential to increase revenue, earn good business reviews and build a good reputation for excellence. This is all through the convenience of using social media."

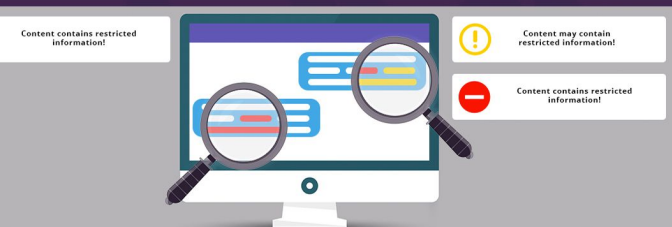
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User Interface Versus User Experience

"UI and UX design work hand in hand to create a better experience for users. A website that looks good but does not function well is just as bad as a functional website that is not visually appealing. You need both done smoothly to have a good product."

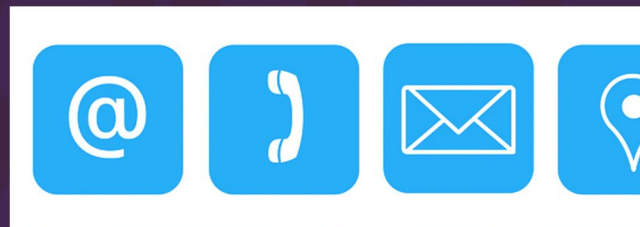
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Text Moderation: The Devil is in the Details

"Ensuring that only appropriate content is posted on your business website, social media or online community can be done through filtering and screening content submissions."

[READ MORE](#)



Giving Customer Service Knowledge to All Employees

"Aiming for all of the workforce to have customer service knowledge isn't such an absurd notion. Whether via email, chat, text or voice – the shared skills and information leads to First Interaction"

[READ MORE](#)

OUR SERVICES

LIVE CHAT SERVICES

24/7 live chat operators handling all your mobile and web messaging needs
Powered by Live Operator Online Platform (LOOP)

CUSTOMER SUPPORT SERVICES

Support services aimed at helping out end-users in a sincere and professional manner. A flexible suite of Voice, Ticketing and Customer Management Support Services.

WEB DESIGN AND DEVELOPMENT

Get visually fluid and functional designs, reliable and stable systems to fit your business requirements.

CONTENT MODERATION SERVICES

NMS Moderation Management Services employ Live Operators to review user-generated content, comments, data, submissions, Advertisements, and other types of web content.

SEO AND CONTENT SERVICES

Increase your website visibility and ranking with SEO and Content Services that aims to maximize the visibility of your brand, product/services on the World Wide Web.

IT SYSTEMS AND ADMINISTRATIVE TOOLS

Ready-to-integrate and Customizable platforms to perform simple to complex functions for your service needs.

SOCIAL MEDIA SERVICES

Social Media Services provides custom built social media strategies and campaigns to help you raise brand awareness, improve perception and increase market share.

SMS GO

SMS Chat Solution for optimum management of your business's customer support service.

BUSINESS PROCESS OUTSOURCING SOLUTIONS

New Media Services can provide affordable and flexible BPO Solutions based on your specifications and needs. From communications platforms all the way to covering your manpower requirements.

NMS also handles tailor-made services based on your operations or manpower requirements. Have a campaign or project not covered by our list of services? Contact us and we'll be more than happy to make an assessment!

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