



Centralize data and orchestrate the customer journey in a single interface.

Moments

Omnichannel Customer Engagement Solution

CREATE POWERFUL INTERACTIONS THROUGHOUT THE CUSTOMER JOURNEY



Customer 360° View
Collect, unify, and activate data from all touchpoints and have a single view of your customers with a natively integrated Customer Data Platform (People).



Build Communication Workflows
Segment and orchestrate customer journeys based on their behaviour with our drag-and-drop codeless interface.

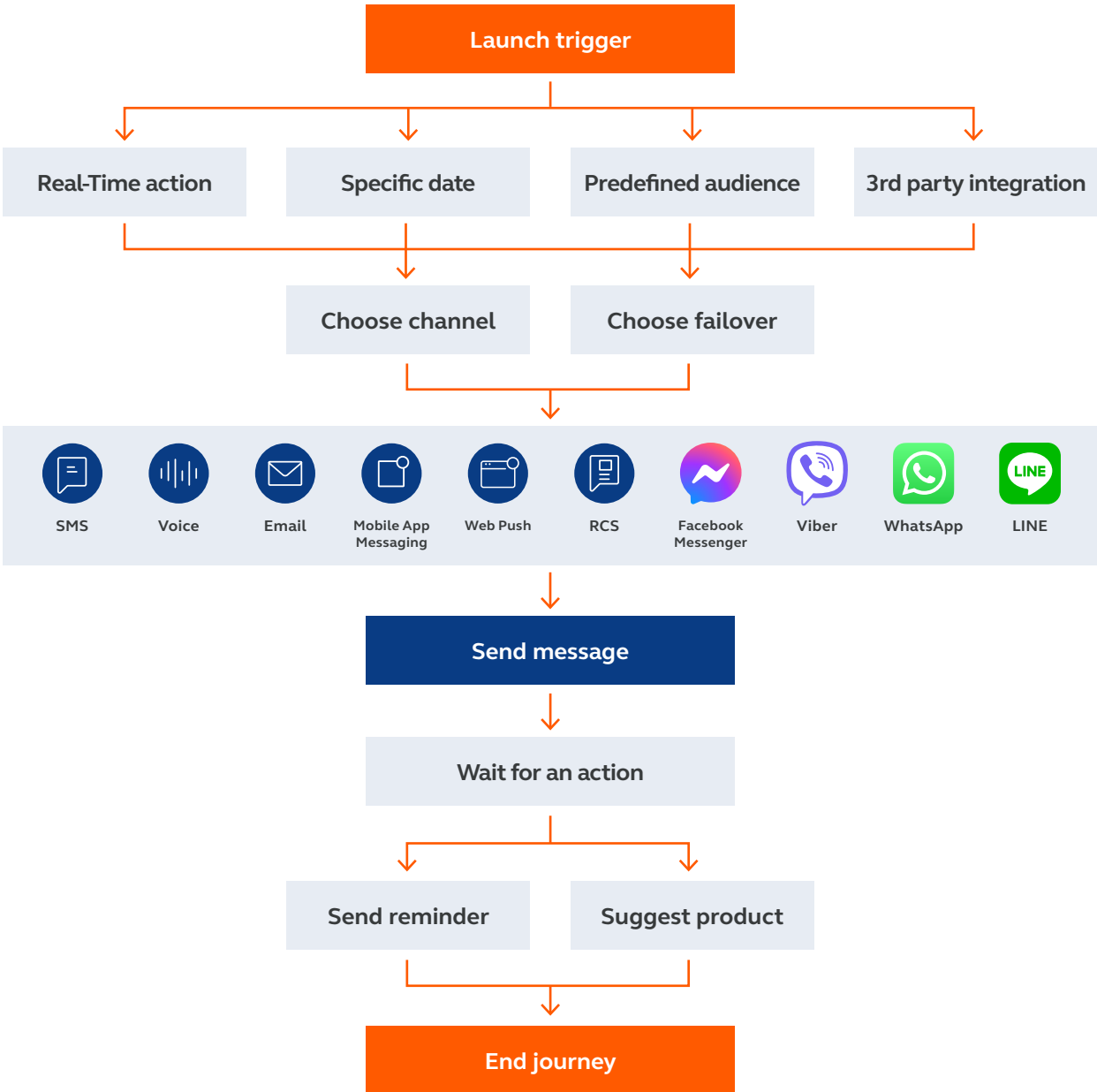


Omnichannel Access
Communicate seamlessly with customers on the channels they prefer.



Get Insights
Track and optimize the performance of your communication efforts with unified analytics.

AUTOMATE YOUR JOURNEY



CLIENTS RESULTS WITH MOMENTS

Bolt

40%

higher conversion rate



66%

improvement in engagement

bank**bazaar.com**

130%

increase in click-through rate

“ Since we started using Moments, our marketing margin has increased by 18%.

ARTHUR BONZI

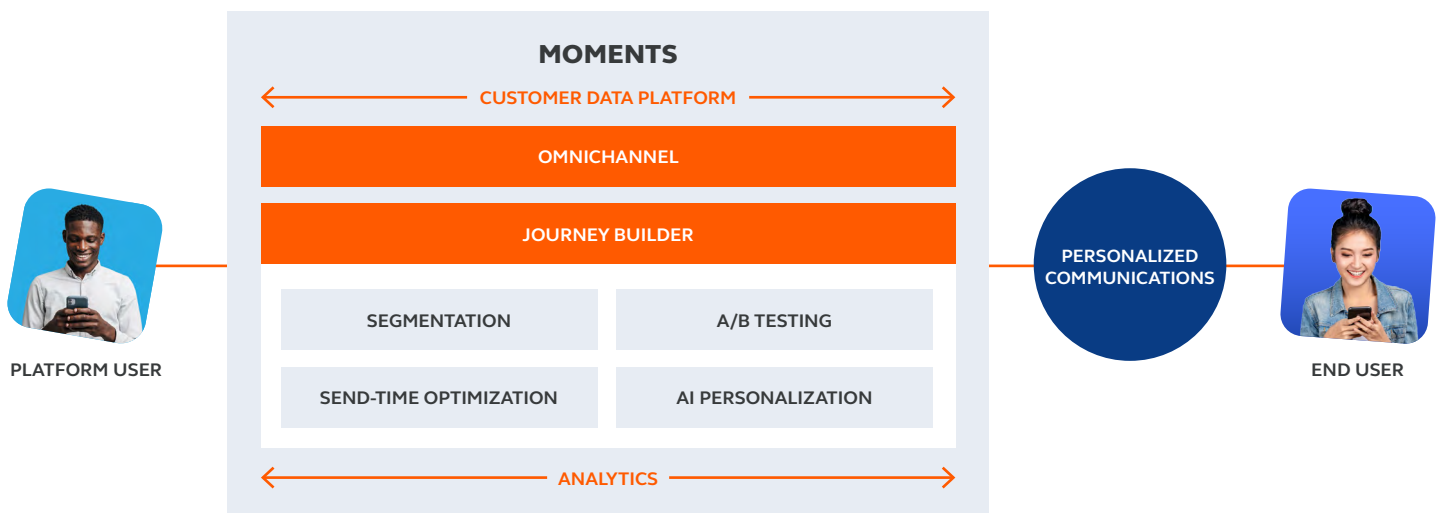
COO & Co-Founder, Juros Baixos

“ Our strong partnership with Infobip helps support the company’s rapid growth.

YEV BALUYEVA

Lifecycle Marketing Manager, Bolt

THE OMNICHANNEL CUSTOMER ENGAGEMENT SOLUTION



Want to know more?

Click „play” to watch the Moments overview video or to speak with our experts directly.

The Infobip Advantage

GLOBAL REACH AND LOCAL PRESENCE

- ✔ 700+ direct-to-carrier connections
- ✔ Connect with over 7 billion people and things
- ✔ Strong enterprise client base
- ✔ 70+ offices on 6 continents

Our local presence enables us to react faster and have everyday interactions with our customers, providing solutions in line with their needs, local requirements and based on proven global best practices.

SCALABLE, FAST AND FLEXIBLE SOLUTIONS

- ✔ Best-in-class delivery rates
- ✔ High speed and reliability
- ✔ Low latency
- ✔ In-house developed platform

Our solutions are created to adapt to the constantly changing market and communication trends at speeds and levels of precision and personalization that only an in-house solution can offer.

REMARKABLE CUSTOMER EXPERIENCE

- ✔ Technical expertise
- ✔ Solutions and CX consultancy
- ✔ Customer success management
- ✔ 24/7 support and network monitoring

We will help you to get up and running in no time, whether it's assisting with integrations, messaging best practices or solutions consultancy

OWN INFRASTRUCTURE

- ✔ Locally available services
- ✔ Compliance to local regulations
- ✔ 40 data centers worldwide

Our worldwide infrastructure easily scales horizontally, leveraging the hybrid cloud model to never run out of resources. Our built-in global compliance engine is constantly updated with the latest in-country regulations and operator requirements.



Recognising Challengers and Disruptors



PLATINUM WINNER AS THE BEST SMS FIREWALL PROVIDER 2022
PLATINUM WINNER AS THE BEST CPAAS PROVIDER IN 2022 & 2021
PLATINUM WINNER AS THE BEST RCS PROVIDER IN 2021
PLATINUM AWARD AS THE GLOBAL CPAAS PROVIDER IN 2020
PLATINUM AWARD AS THE EMEA CPAAS PROVIDER IN THE 2020
PLATINUM AWARD AS THE BEST RCS PROVIDER IN 2020
GOLD AWARD AS THE BEST DIGITAL IDENTITY SOLUTION IN 2020



CPAAS LEADER IN IDC
MARKETScape 2021



MESSAGING WINNER 2021
BEST CUSTOMER ENGAGEMENT
PLATFORM 2020



ROCCO

BEST A2P SMS VENDOR AS RATED
BY MNO'S 2017, 2018, 2019, & 2020
BEST A2P SMS VENDOR AS RATED
BY ENTERPRISES 2019, 2020
TIER 1 SMS FIREWALL VENDOR
2017, 2018, 2020 & 2021
TOP 10 INNOVATOR OF 2020



WINNER -
COVID-19 FAQ
CHATBOT OVER
WHATSAPP



BEST GLOBAL SMS
SERVICE PROVIDER
- WHOLESALE
SOLUTION 2020



GLOBAL AWARDS 2019

BEST OTT
PARTNERSHIP 2019
BEST MESSAGING
INNOVATION - BEST
RCS IMPLEMENTATION
2019



BEST MESSAGING API
BEST MESSAGING INNOVATION-
CARRIER SOLUTION
BEST ANTI - FRAUD INNOVATION
BEST SMS / A2P PROVIDER FOR
THE EMEA REGION



HIPAA
COMPLIANT

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