Digital Customer Experience to Scale Your Business
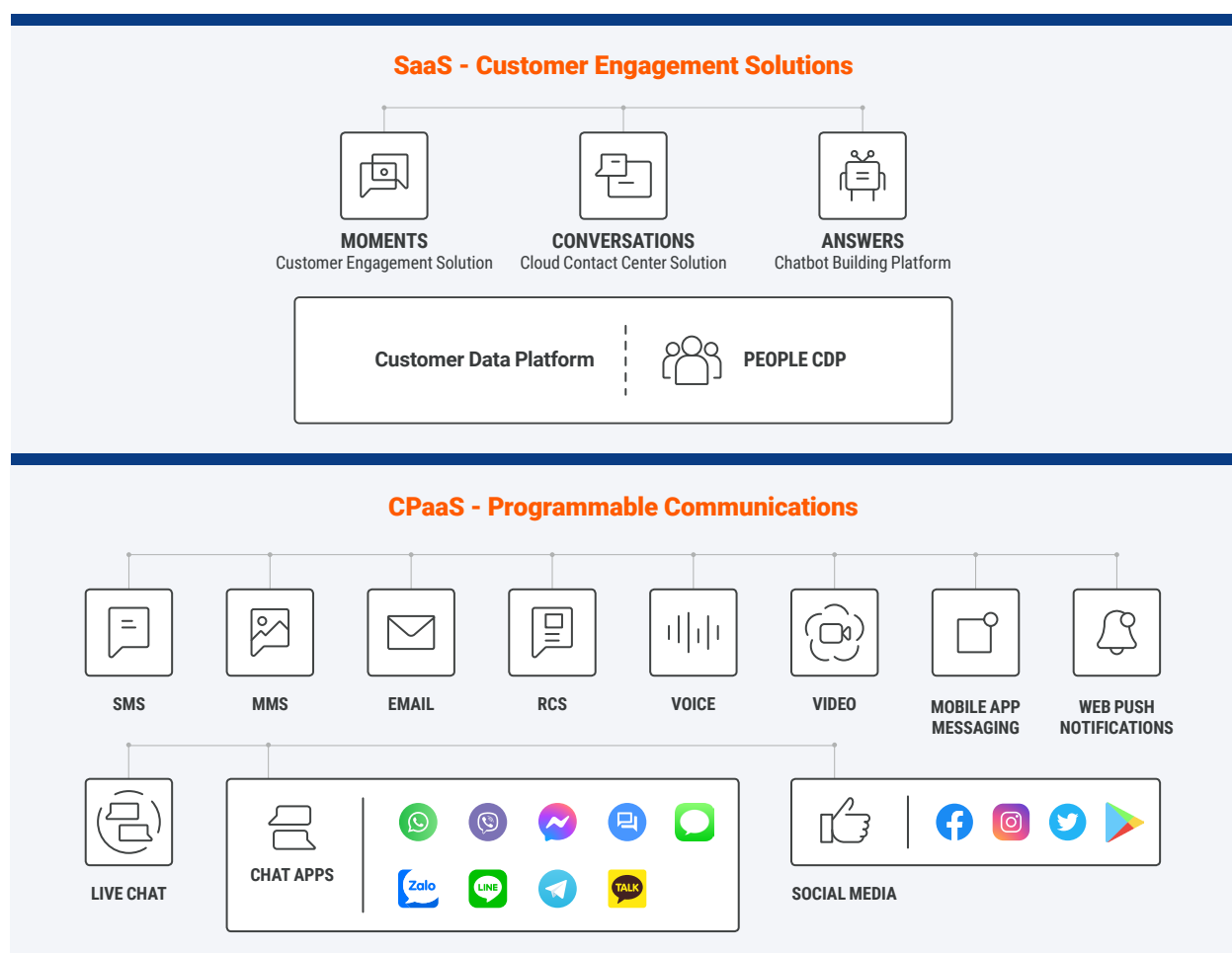
The All-In-One Cloud Communication Solution

SUNGLASSES#3   79$

At Infobip, we make it simple for businesses and people to interact in a digital world.

See, most businesses manage customer interactions with a combination of multiple providers for their chatbots, contact centers, CDP, marketing automation...
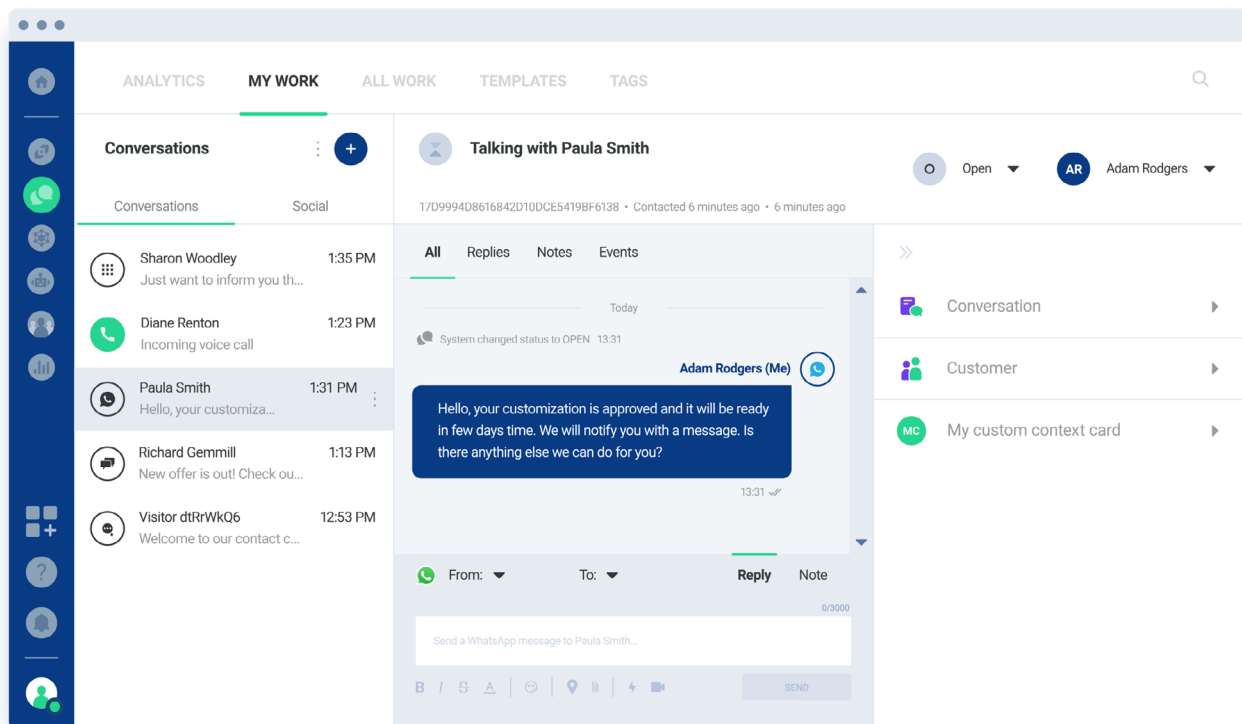
At Infobip however, we have a seamless single interface solution, that combines all of the elements you need to manage customer communications, built on top of our Gartner Magic Quadrant recognized CPaaS capability.

Find out how our SaaS suite helps you provide exceptional digital customer experiences that grow your business.

SaaS - Customer Engagement Solutions

MOMENTS
Customer Engagement Solution

CONVERSATIONS
Cloud Contact Center Solution

ANSWERS
Chatbot Building Platform

Customer Data Platform | PEOPLE CDP

CPaaS - Programmable Communications

SMS | MMS | EMAIL | RCS | VOICE | VIDEO | MOBILE APP MESSAGING | WEB PUSH NOTIFICATIONS

LIVE CHAT | CHAT APPS | SOCIAL MEDIA

All your interactions in one place – available from any place

Improves customer experience and agent performance through seamless omnichannel interactions managed in a unified cloud contact center solution.

- Engage customers directly over their favorite digital channels
- Get personal with 360° customer profiles and data in a single interface
- Scale quickly, onboard agents easily, and tailor the solution to your business needs

What our customers say...

Infobip helped us improve the way we register and onboard drivers using WhatsApp. We used Answers, Conversations, and Moments to enhance our driver registration process and achieve additional growth in conversions. Together, these technologies mean we can deliver better experiences to drivers and optimize internal processes. Our strong partnership with Infobip helps support the company's rapid growth."
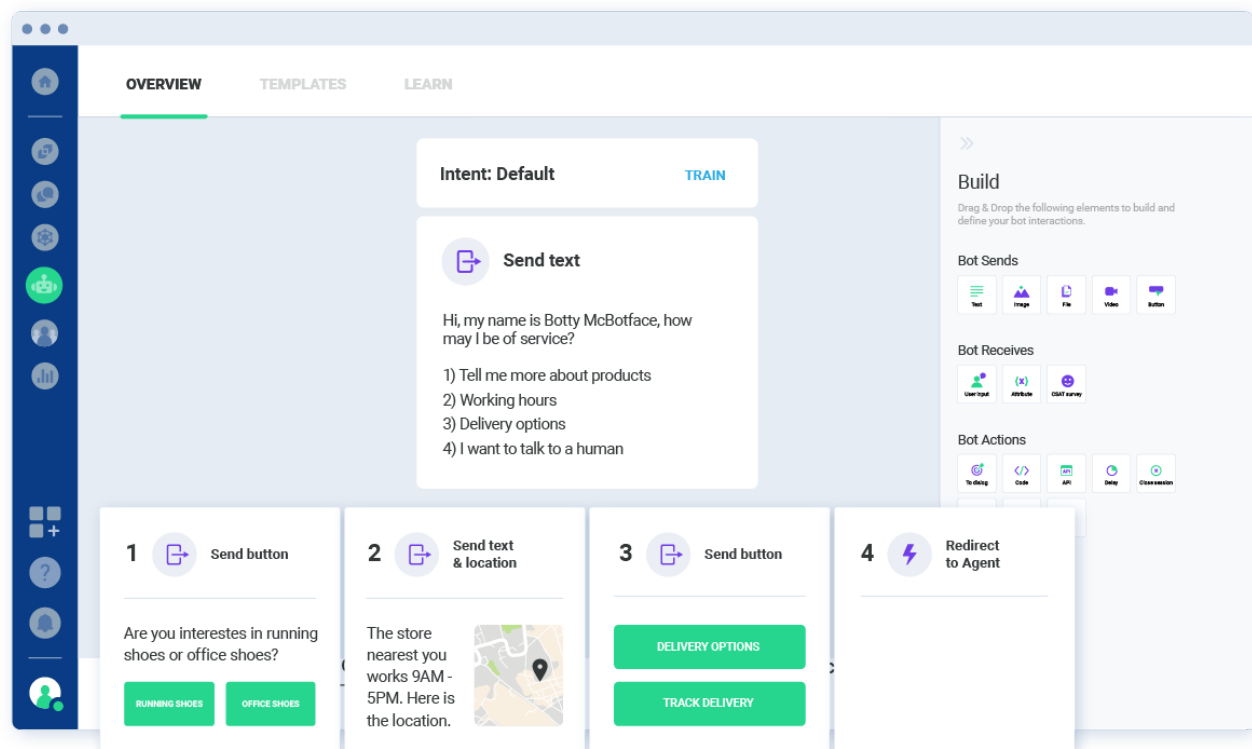
Yev Baluyeva, Lifecycle Marketing Manager, Bolt

| Boost conversion rate by **40%** | Handling higher query volumes | Bringing lost leads back through the funnel |

Don't keep your customers waiting

Provide a superior customer experience by offering automated, always-on communication across the world's widest range of channels, and at the same time reduce costs:

- Enhance customer experience by providing instant replies to customer queries without agent interaction
- Reduce customer service costs by automating interactions
- More efficient lead generation and automated up-sell/ cross-sell

What our customers say...

"Infobip has helped us develop the optimum journey for users to interact with the brand through WhatsApp easily. The technical expertise provided by Infobip has also allowed us to integrate it with our systems for smooth data capturing quickly."

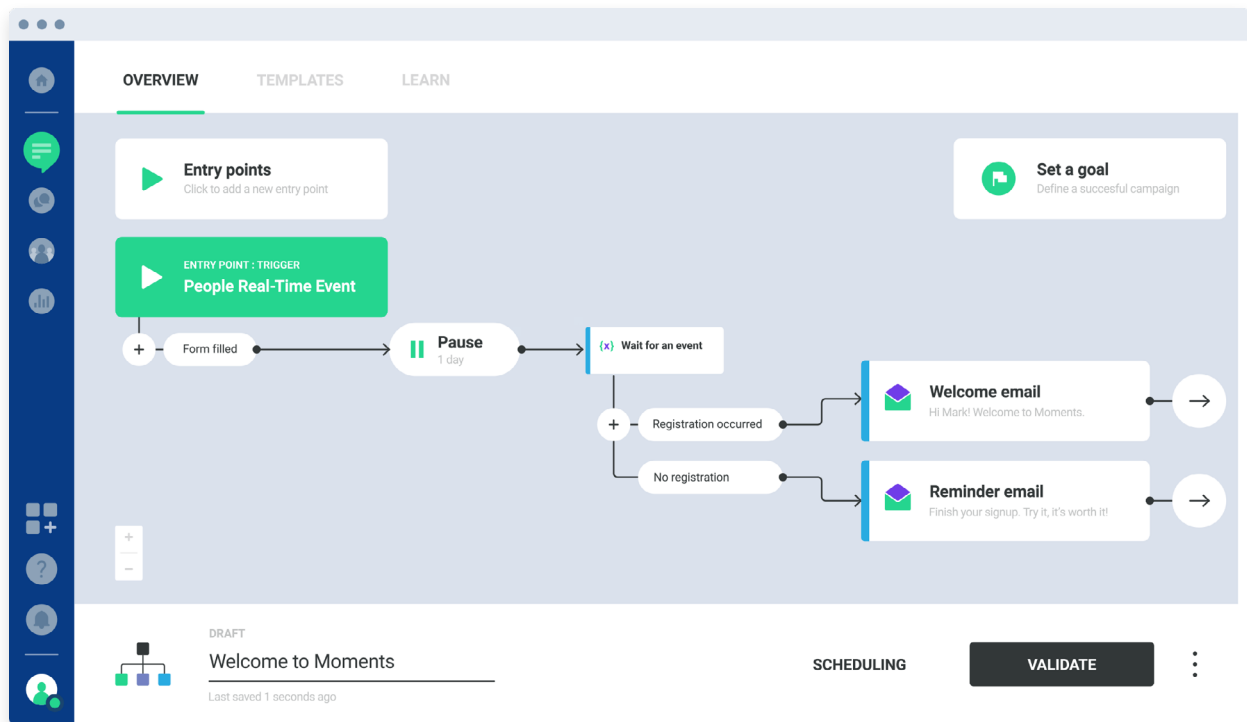**Mohammed El-Khayat**, Deputy GM – Customer Experience and Digital Transformation

| **4.4** customer satisfaction rate | **71%** increase in unique users | **138%** increase in leads |

Build the complete customer journey

Centralize and orchestrate complete customer journeys across all channels for connected customer experiences, everywhere.

- Create, schedule, orchestrate and deliver messages at the right time with a code free, drag-and-drop platform
- Access to the world's broadest set of channels natively embedded in worflows helps you directly engage customers on their favorite channels
- Use customer data from People CDP, such as customer behavior and interactions with your brand to personalize, trigger and segment your communication
- Unified analytics dashboard to provide unique insights into campaign, channel and audience performance

What our customers say…

Juros baixos

"Moments is an easy-to-use solution that helped us improve our responsiveness to customers and have tailored communication for every marketplace partner. Since we started using Moments, our marketing margin has increased by 18%. We are currently using email and SMS to communicate with our customers, however we plan on adding more channels to our communications mix soon."
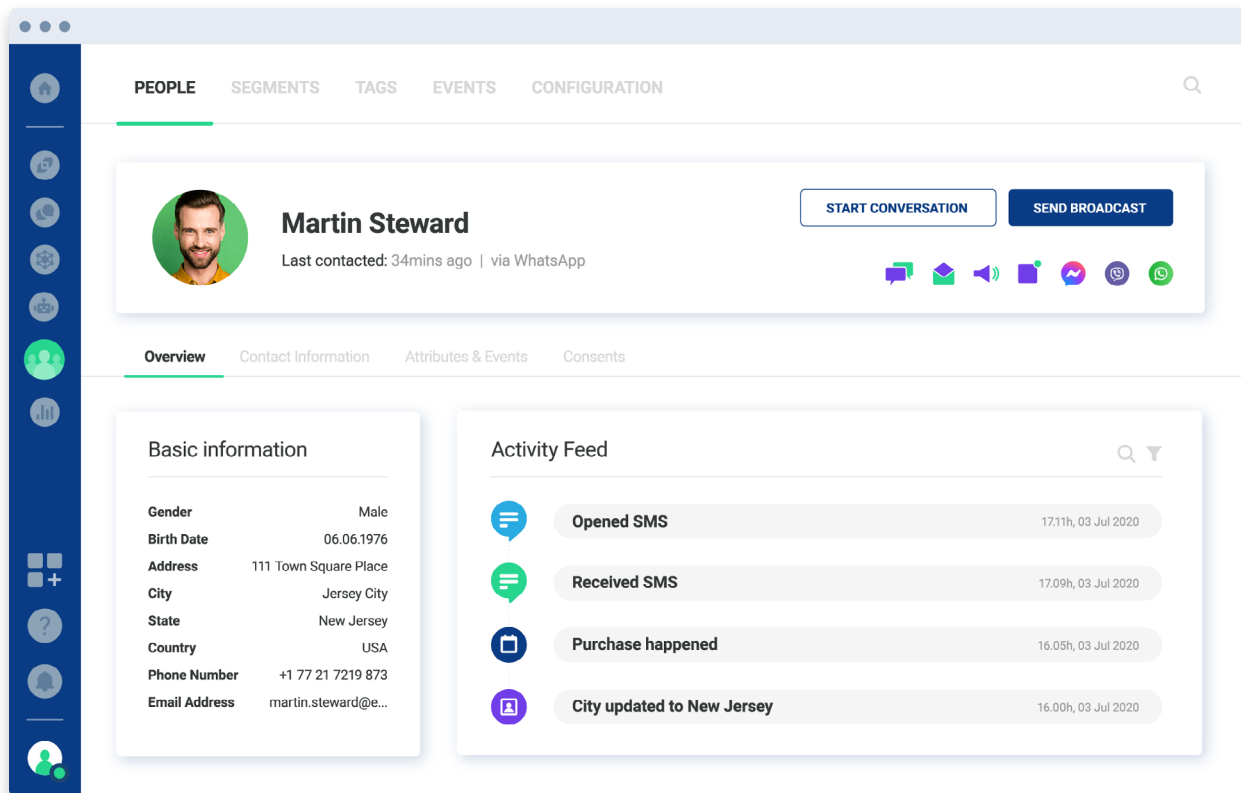
Arthur Bonzi, COO and Co-Founder Juros Baixos

18% increase in marketing margin	**Clear overview of communication insights**	**Better responsiveness to customers and control over messaging flows**

Get to really know your customer

Collect and unify your customer data, enrich profiles with AI and activate your data to improve customer service and engagement.

- Make data-driven decisions. Combine all your customer information in one platform from multiple sources via API, native integrations, SDKs, and more
- Gather information from your chatbot, customer service, interactions with your messages, and track behavior such as website and mobile app browsing
- Build the resonating experiences your customers deserve. Deploy smart tags to segment audiences, helping improve personalization and growing value
- Create omnichannel one-to-one communications that target customers based on their profile and behaviors, sent when they are more likely to read it

What our customers say...

BEAM&GO

Infobip's platform has helped us, at Beam&Go, improve our customer communications at scale. Before Infobip, our customer service processes were manual, while now, it's more automated, cost-efficient, and user-friendly. Our customers now experience a seamless customer journey while at the same time we've cut costs by around 30%."

Kath Cayabyab, Marketing Team Lead Beam&Go

| **30%** reduction in cost | **100%** improvement in agent response time | Improved CX |

Working to be Local, Globally

Since our beginnings in 2006, our mission is to provide accessible, innovative communication technology to our partners in various industries and geographies, enabling them to grow, innovate, and impact their communities for the better.

700+	**15+**	**24+**	**40**	**70+**
DIRECT CONNECTIONS	YEARS OF EXPERIENCE	BILLIONS OF MONTHLY TRANSACTIONS	DATA CENTERS	OFFICES ON ALL CONTINENTS

Helping companies across the globe to unlock business growth.

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.

Future Digital Awards — Recognizing Challengers and Disruptors
JUNIPER RESEARCH

- 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

IDC — CPAAS LEADER IN IDC MARKETSCAPE 2021

THE PRODDY AWARDS
- 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

MEFFYS '21 WINNER
- WINNER - COVID-19 FAQ CHATBOT OVER WHATSAPP

CC-GLOBAL AWARDS BERLIN 2020
- BEST GLOBAL SMS SERVICE PROVIDER - WHOLESALE SOLUTION 2020

MESSAGING & SMS GLOBAL AWARDS 2019
- BEST OTT PARTNERSHIP 2019
- BEST MESSAGING INNOVATION - BEST RCS IMPLEMENTATION 2019

4X AWARD WINNER
- BEST MESSAGING API
- BEST MESSAGING INNOVATION- CARRIER SOLUTION
- BEST ANTI - FRAUD INNOVATION
- BEST SMS / A2P PROVIDER FOR THE EMEA REGION

TRUST IN ENTERPRISE MESSAGING · **mobile connect** · **PCI DSS LEVEL 1 SERVICE PROVIDER** · **ISO 9001 ISO 27001 BUREAU VERITAS Certificatio** · **HIPAA COMPLIANT**

www.infobip.com