infobip

2-way
Communication

Global
Coverage

Connect with Customers Worldwide via SMS

With direct connections to 650 global telecom partners that connect to 65% of the world's mobile devices, we successfully deliver over 100 billion messages a year.

Your business challenges

Lack of customer traffic and engagement
Your business needs to build a pipeline of opportunities by attracting new and retaining existing customers across the globe.

Unsatisfactory customer experience
Bad customer experiences can risk your future business. Customers want to choose how they communicate on a channel they're familiar with to feel heard and receive important information fast.

Poor efficiency
Inefficient processes, poor communication, and keeping on top of regulations can slow down daily activities and affect your business goals, objectives, and ultimately ROI.

Key advantages of our SMS solution

Easy to integrate
Use a single unified API to effortlessly integrate into your existing business workflows and build efficient SMS campaigns.

Quality connections
Get access to our secure infrastructure in 190 countries with the advantage of low-latency, and high-speed delivery, and increased reliability.

Intelligent delivery
Intelligent routing and redundant connectivity ensure your messages follows the best delivery path with the lowest latency. Giving you the benefit of quick and successful deliveries of every message, every time.

Globally compliant
Our built-in compliance engine is constantly updated with the latest worldwide and in-country regulations and operator requirements. Ensuring your messages are compliant.

Fraud protection
Protect your customers with enhanced identification features, including verified SMS, dynamic sender IDs, and user authentication tools – as well as 2FA and one-time tokens.

Real-time analytics
Get real-time analytics at your fingertips, including delivery reports. So, you know exactly what your customers have received.

Don't underestimate SMS

Alerts and authentication
Maximize account security with multi-factor authentication. Use one-time PINs to add an additional layer of protection to your customer journey and be protected against fraud.

Coupons and discounts
Promote your products by sending personalized coupons to existing or potential customers and increase sales.

Win back customers
Send a text to win back cart abandoners and entice them to complete their purchase. Once they've completed the purchase, send an order confirmation.

Transaction and delivery notifications
Keep your customers up to date with order confirmations and their delivery status for a better customer experience.

Collect customer feedback
Create surveys and collect direct customer feedback to help improve your product or service and grow your business.

Engaging reminders
Send personalized reminders of important events, appointments, or payment due dates, to drive sales and build customer loyalty.

The Infobip Advantage

GLOBAL REACH AND LOCAL PRESENCE

- ⊘ **600+ 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 consultancy**
- ⊘ **Customer success management**
- ⊘ **24/7 support and network monitoring**

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

OWN INFRASTRUCTURE

- ⊘ **Locally available services**
- ⊘ **Compliance to local regulations**
- ⊘ **38 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.

www.infobip.com