

Simplifying Global Enterprise Communications with

AI-Powered NGAGE CPaaS

From fragmented vendors to full control — driving cost efficiency, agility, and customer delight

comviva



About the Customer

A Fortune 50 global logistics leader, the enterprise operates in 220+ countries and territories, delivering over 24 million packages daily. With such massive scale, effective communication is critical to ensure customer trust, operational efficiency, and brand consistency

Key Challenges

Legacy systems and vendor dependencies were holding back innovation



Rising Costs

Rising total cost of ownership with no control over routing or vendor contracts.



Vendor Lock-in

Single vendor dependency and lack of fallback options for continuity.



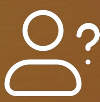
No Automation

No automation roadmap, every new integration required significant time and cost.



Digital Gaps

Inability to support the enterprise's digital transformation ambitions.



The Big Question for Enterprises

- Are you juggling multiple vendors, integrations, and contracts with no transparency?
- Are you spending more time and resources managing communication than innovating for customers?

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The Solution

NGAGE CPaaS Platform

An AI-powered, full-stack, SaaS-enabled platform designed for global enterprises



Omnichannel Engagement

Across SMS, WhatsApp, RCS, Email, and Voice.



Global Connectivity

With seamless telco and aggregator integration.



Scalability & Reliability

With auto-scale capabilities for high-volume traffic.



Rich Analytics & Insights

With real-time dashboards and reporting.



Plug-and-Play Automation

For faster time-to-market.



Enterprise-Grade Security

With end-to-end encryption and data protection globally.

Key Outcomes

The enterprise unlocked measurable gains in cost, speed, and enhanced customer experience through NGAGE CPaaS.

40%

Cost Optimization

Through dynamic routing and multi-aggregator orchestration.

200+

Countries Live

With a unified platform replacing multiple fragmented systems.

2X

Faster Automation Rollouts

Reducing deployment timelines and enabling innovation.

30%

Improved Delivery Success

Via personalized, real-time notifications.



Transformed Customer Experience

With unified, omnichannel journeys that ensured consistency and personalization across every interaction.



Streamlined Operations

By consolidating multiple legacy systems into a single, enterprise-controlled platform.



Strengthened Brand Equity

With globally consistent messaging that reinforced trust and reliability in every market.

Comviva empowers organizations to drive transformative growth with measurable business impact. Our AI-driven digital solutions and intelligent platforms enable our customers to unlock new revenue opportunities, enhance customer experiences, and simplify operational complexities to achieve exponential success. From maximizing customer lifetime value to enabling large-scale digital transformation, Comviva is trusted by 200+ global CSPs and enterprises. For more information, **visit us at : www.comviva.com**

