

# Simplifying Global Enterprise Communications with **AI-Powered NGAGE CPaaS**

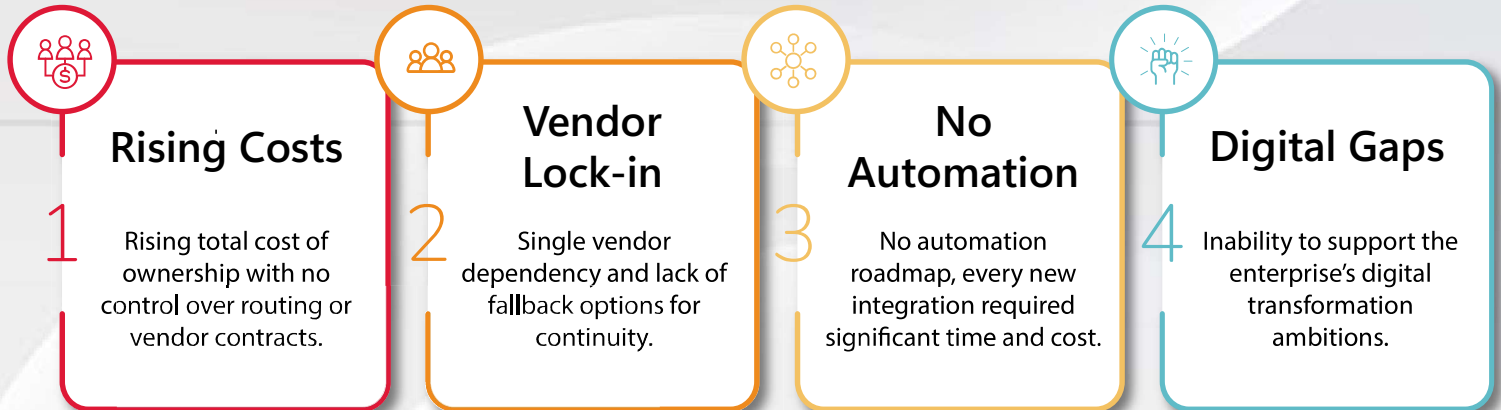
From fragmented vendors to full control — driving cost efficiency, agility, and customer delight.

## 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



## 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?

## 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 across  
global markets.

## 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.

**160+**

### 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.

