

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



### 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.

