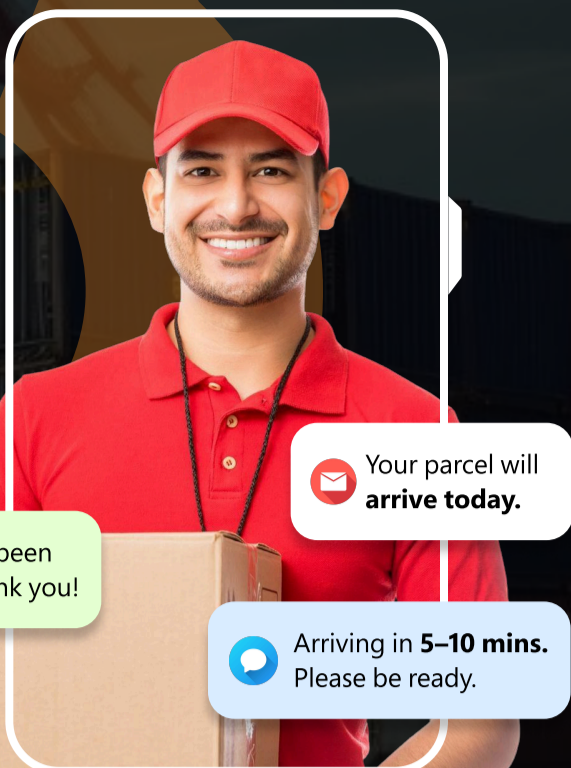


# POWER EVERY DELIVERY Moment with Intelligent Communication & Network APIs

From first-mile to last-mile automate logistics workflows, improve delivery success rates, and elevate customer experience with NGAGE



### Real-Time Delivery Experience

Live tracking, accurate ETAs, and fewer "Where is my order?" calls.



### Trusted & Secure Deliveries

OTP verification, SIM-based auth, and fraud prevention for last-mile trust.



### Automated Logistics Operations

Automated alerts, intelligent routing, and less manual work for your teams.

## Key Use Cases



### Order Confirmation

Instant SMS/WhatsApp confirmations



### Shipment Tracking

Real-time updates with location awareness



### Delivery OTP

Secure last-mile verification



### Failed Delivery Handling

Engage across SMS, WhatsApp, Automated retries & rescheduling



### Driver Communication

Two-way agent communication



### Customer Notifications

Proactive alerts for delays/arrivals

## Key Use Cases



**30%**

Improve Delivery Success Rate



**40%**

Reduce Support Queries

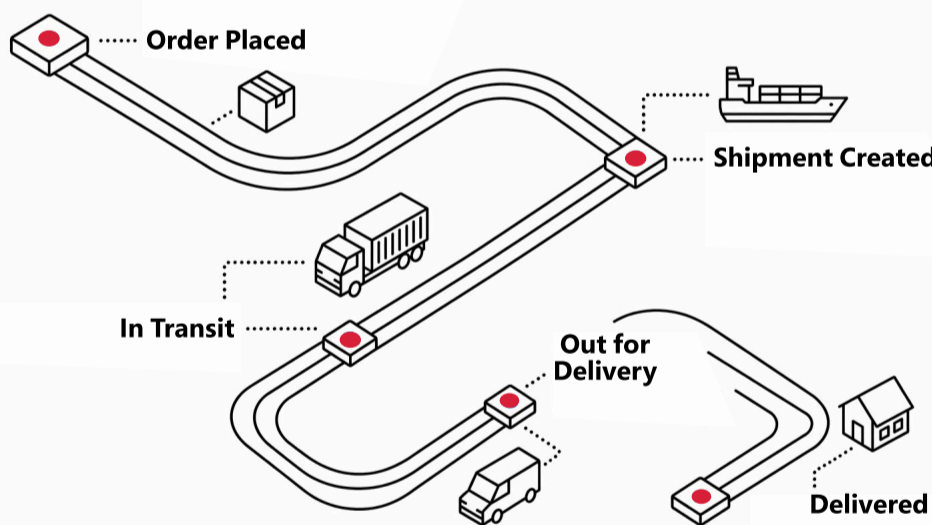


**NPS**

Customer Satisfaction

## One Platform. Seamless Logistics.

How NGAGE Works



Throughout each stage of the delivery journey, NGAGE seamlessly integrates Notifications, Authentication, and Network Intelligence to ensure a smooth, secure, and transparent process for both businesses and end-customers.

## Platform Capabilities

### Omnichannel Communication

SMS, WhatsApp, Voice, Email + deliver on best-performing channel

### Network APIs Advantage

Mobile Identity • Silent verification • OTP-less Login • your competitive edge

### Workflow Automation

Event-triggered communication, delivery lifecycle orchestration, no-code/low-code builder

### Analytics & Insights

Delivery performance tracking, communication success rates, customer engagement insights

## Target Audiences



**E-commerce & Marketplaces**



**Logistics & Supply Chain Companies**



**Courier & Last-Mile Delivery Providers**



**Hyperlocal Delivery Platforms**

## Not just CPaaS. Not just APIs.



Telco-grade reliability



Built-in identity & verification



Scalable for high-volume logistics



Faster integration, faster ROI

Comviva empowers organizations to drive transformative growth with measurable business impact. Our AI-driven digital solutions and intelligent platform 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](http://www.comviva.com)

