The Infobip Advantage

GLOBAL REACH AND LOCAL PRESENCE

- ⊘ **700+ 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 and CX consultancy**
- ⊘ **Customer success management**
- ⊘ **24/7 support and network monitoring**

We will help you to get up and running in no time, whether it's assisting with integrations, messaging best practices or solutions consultancy
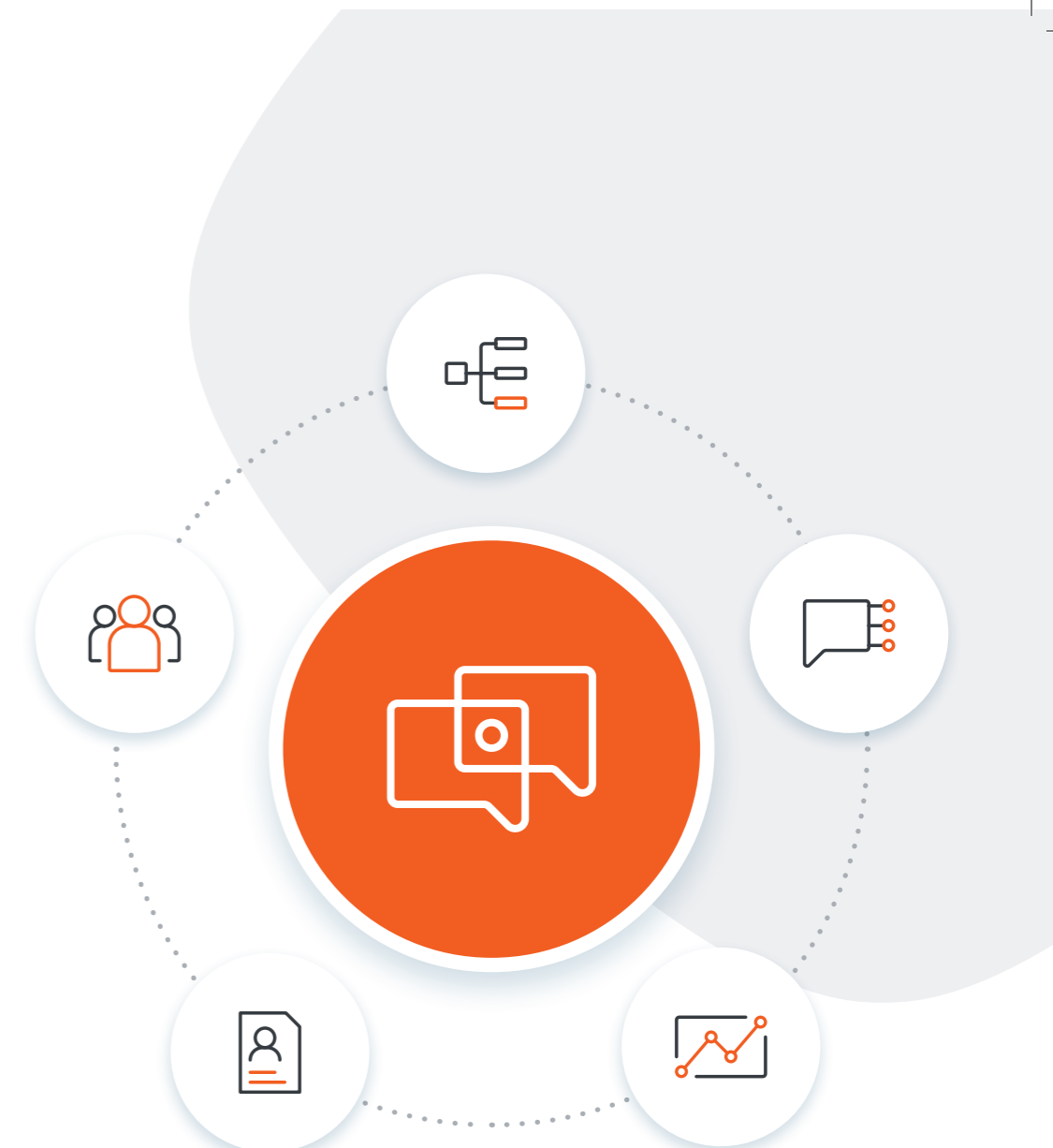
OWN INFRASTRUCTURE

- ⊘ **Locally available services**
- ⊘ **Compliance to local regulations**
- ⊘ **40 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.

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infobip

Centralize data and orchestrate the customer journey in a single interface.

Moments

Omnichannel Customer Engagement Solution

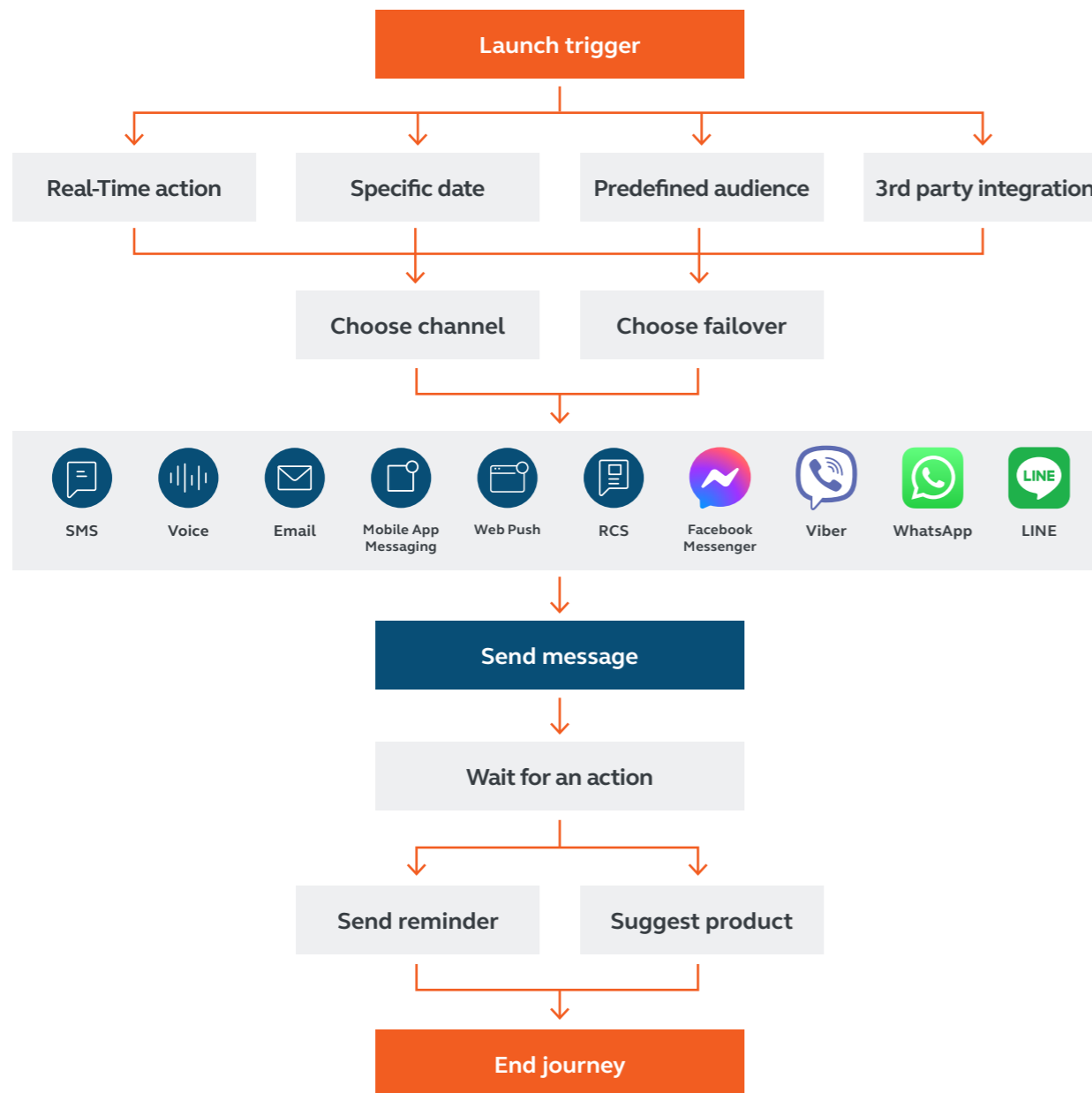## CREATE POWERFUL INTERACTIONS THROUGHOUT THE CUSTOMER JOURNEY

Customer 360° View
Collect, unify, and activate data from all touchpoints and have a single view of your customers with a natively integrated Customer Data Platform (People).

Build Communication Workflows
Segment and orchestrate customer journeys based on their behaviour with our drag-and-drop codeless interface.

Omnichannel Access
Communicate seamlessly with customers on the channels they prefer.

Get Insights
Track and optimize the performance of your communication efforts with unified analytics.

AUTOMATE YOUR JOURNEY

Launch trigger

- Real-Time action
- Specific date
- Predefined audience
- 3rd party integration

Choose channel **Choose failover**

SMS | Voice | Email | Mobile App Messaging | Web Push | RCS | Facebook Messenger | Viber | WhatsApp | LINE

Send message

Wait for an action

Send reminder | Suggest product

End journey

CLIENTS RESULTS WITH MOMENTS

Bolt
40%
higher conversion rate

T· ·
66%
improvement in engagement

bankbazaar.com
130%
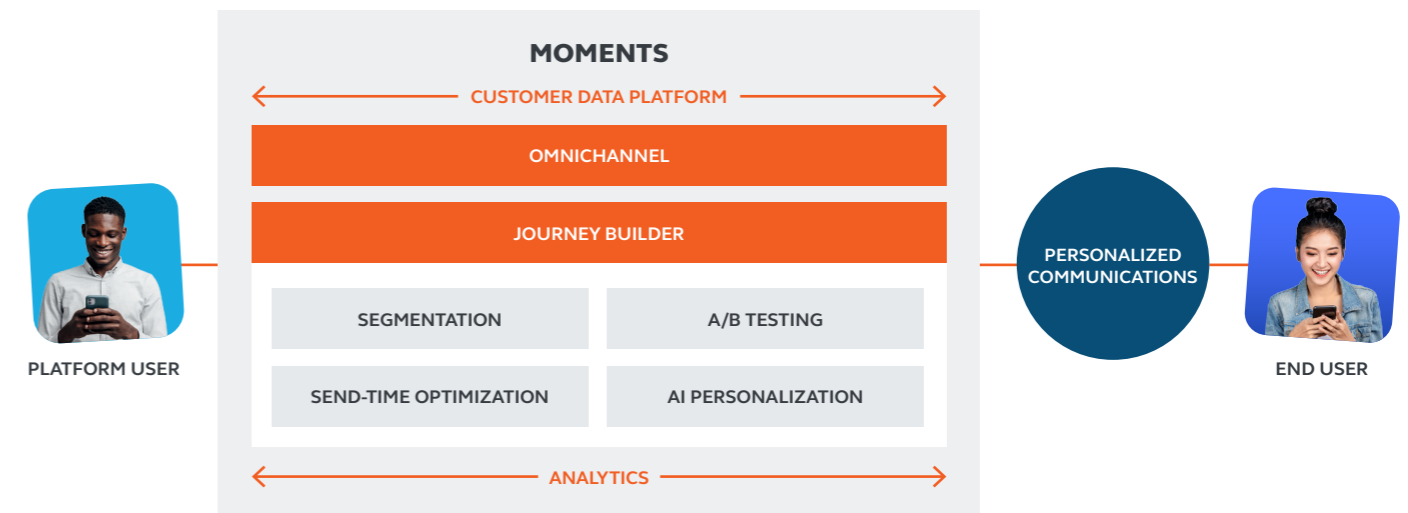increase in click-through rate

"Since we started using Moments, our marketing margin has increased by 18%.

ARTHUR BONZI
COO & Co-Founder, Juros Baixos

"Our strong partnership with Infobip helps support the company's rapid growth.

YEV BALUYEVA
Lifecycle Marketing Manager, Bolt

THE OMNICHANNEL CUSTOMER ENGAGEMENT SOLUTION

PLATFORM USER

MOMENTS
— CUSTOMER DATA PLATFORM —
OMNICHANNEL
JOURNEY BUILDER
SEGMENTATION | A/B TESTING
SEND-TIME OPTIMIZATION | AI PERSONALIZATION
— ANALYTICS —

PERSONALIZED COMMUNICATIONS

END USER

Want to know more?
Scan the QR code to watch the Moments overview video or to speak with our experts directly.