M3 Technologies Pakistan

Introduction

This case study of M3 Technologies Pakistan is based on an August 2020 survey of Syniverse customers by TechValidate, a 3rd-party research service.

> " "Syniverse is an amazing company and we have been working with them since 2011. We believe we do better together. "

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Syniverse:

- The vendors they evaluated or replaced prior to selecting Syniverse:
    - Infobip
    - Twilio
- The challenges they were experiencing with their previous vendor(s), prompting them to purchase Syniverse:
    - Untimely support/poor customer experience

Use Case

The key features and functionalities of Syniverse that the surveyed company uses:

- The features of Syniverse they value the most when compared against competitive solutions:
    - Integration with organizational tools currently being used

Results

The surveyed company achieved the following results with Syniverse:

- The benefits they have experienced as a result of working with Syniverse:
    - Created additional revenue streams
- They agree with the following statements about Syniverse:
    - "Syniverse offers better value for the services offered compared to competitive solutions."
- The most valuable aspects/features of Syniverse in their decision to choose them over other vendors they evaluated:
    - Relationship & communication with the Sales Rep
- Rates Syniverse on the following capabilities compared to other vendors/competitors they have evaluated or used:
    - Breadth of capabilities & integrations: better
    - Value returned for the price: not better
    - Dedicated & responsive customer support: better
    - Technology innovation in the marketplace: not better
    - Overall performance & quality: significantly better

Company Profile

Company:
M3 Technologies Pakistan

Company Size:
Small Business

Industry:
Telecommunications Services

About Syniverse

Syniverse makes mobile work by connecting their customer to over 1,500 mobile operators and enterprises in nearly 200 countries. For over 25 years, Syniverse has partnered with customers to serve as their mobile guide, enabling them to forecast future technology and trends, and empowering them to unlock value across today's vast mobile ecosystem.

Learn More:

 Syniverse

Research by TechValidate by SurveyMonkey