

Vodacom Congo

Introduction

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



“Excellent customer support and value returned for the price.”

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:
 - Comfone
 - Vodafone Carrier Services
 - EDCH
- The challenges they were experiencing with their previous vendor(s) that prompted them to evaluate Syniverse:
 - Group decision

Company Profile

Company:
*Vodacom Congo *

Company Size:
Medium Enterprise

Industry:
Telecommunications Services

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:
 - Performance, scalability, and flexibility of implementation

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](#)

Results

The surveyed company achieved the following results with Syniverse:

- The benefits they have experienced as a result of working with Syniverse:
 - Reduced costs
 - Proactive versus reactive management [support, consulting, troubleshooting, etc.]
- They agree with the following statements about Syniverse:
 - “Syniverse has subject matter expertise beyond what is offered by competitors.”
 - “Syniverse’s reach is more widespread than competitors.”
- The most valuable aspects/features of Syniverse in their decision to choose them over other vendors they evaluated:
 - Integration and compatibility with current technology and tools
 - Price point compared to offered features/services
- They saw a return on their investment in Syniverse in 12+ months compared to other vendors they worked with in the past.
- Rates Syniverse on the following capabilities compared to other vendors/competitors they have evaluated or used:
 - breadth of capabilities & integrations: significantly better
 - value returned for the price: best in class
 - dedicated & responsive customer support: best in class
 - technology innovation in the marketplace: significantly better
 - overall performance & quality: significantly better