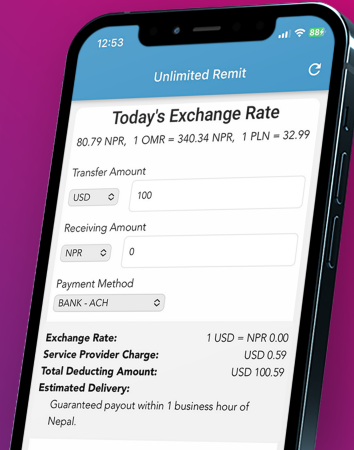


CASE STUDY



Global FinServ Brand Reduces Customer Support Response Time by 50% with Mitto

UNLIMITED TECHNOLOGY PVT.

Founded in 2017, Unlimited Technology Pvt. Ltd. is a financial services company offering seamless and secure international money transfers for businesses and individuals worldwide. Their premier product, Global Currency Account, enables users to manage multiple currencies effortlessly and provides competitive exchange rates and minimal transaction fees. Prioritizing reliability and simplicity, The brand's intelligent platform ensures smooth and efficient cross-border transactions, empowering immigrants to send funds to their loved ones back home without costly fees. Headquartered in Nepal, Unlimited Technology Pvt. Ltd. is trusted by some of the world's largest financial institutions.

USE CASE

Customer Support

PRODUCT

SMS API

CHALLENGE

Unlimited Technology Pvt. Ltd. is on a mission to revolutionize global financial transactions by making them faster, more accessible, and cost-effective.

While committed to delivering superior support and experiences to every customer, they faced significant challenges, including the need for more streamlined communication systems to handle increasing inquiries, the ability to provide real-time updates for improved transactional transparency, and the implementation of omnichannel strategies to engage a diverse and growing customer base.

Before partnering with Mitto, their fragmented communication tools and manual processes resulted in delayed response times, inconsistent branding, and reduced operational efficiency.

To address these challenges, Unlimited Technology Pvt. Ltd. turned to Mitto for best-in-class omnichannel communication solutions.

SOLUTION

Unlimited Technology Pvt. Ltd. selected Mitto for our unified communication platform, proprietary AI-routing system, and strong reputation for innovation, reliability, and scalability.

Our solutions addressed their challenges by consolidating all communication channels into one platform, automating real-time alerts for improved transparency, and ensuring consistent messaging across SMS, social media, and more.

Additionally, a dedicated communications consultant ensured a smooth implementation and helped mitigate potential issues, allowing Unlimited Technology Pvt. Ltd. to enhance efficiency and deliver exceptional customer experiences.

KEY RESULTS

After implementing Mitto's solutions, Unlimited Technology Pvt. Ltd. boosted customer engagement by 25%, reduced messaging costs by 20% annually, and decreased their average customer inquiry response times by 50%.

Contact Mitto today to learn how we can help you optimize CX, customer support, and efficiency.



**MITTO'S SOLUTIONS
HAVE REVOLUTIONIZED
HOW WE CONNECT WITH
OUR CUSTOMERS.**

**THEIR SUPPORT
AND INNOVATIONS ARE
PIVOTAL IN OUR SUCCESS**

ALLEN BAILOCHAN TULADHAR
CEO
UNLIMITED TECHNOLOGY PVT.



www.mitto.ch

Mitto is a leading provider of global, omnichannel communications solutions, supporting business growth with advanced customer engagement technology and next-generation business messaging, and end-to-end phone number management, Mitto's platform ensures the world's largest brands and MNOs ready for what's next.

Bahnhofstrasse 21, 6300 Zug, Switzerland | info@mitto.ch