



CUSTOMER
SUCCESS



MITTO'S WORLD-CLASS SMS ROUTING PLATFORM HELPED INFINITY LINKS IMPROVE CUSTOMER SATISFACTION

INFINITY LINKS

Infinity Links is a communication technology provider that empowers businesses to aggregate massive online user engagement via their international SMS and voice routing platform. Headquartered in Jakarta, Indonesia, Infinity Links serves customers throughout Asia.

USE CASES

Notifications

PRODUCT

SMS API

CHALLENGE

As a technology-driven brand dedicated to helping businesses engage users efficiently, Infinity Links knows that SMS is the key to optimized customer communications. With **98% open rates** and **eight times higher engagement** than email, SMS is one of the most effective ways for companies to capture consumers' attention worldwide.

Unfortunately, SMS is only as effective as its deliverability. If consumers don't receive texts promptly or if messages are dropped, it can cause frustration and lackluster customer experiences.

Another problem that Infinity Links encountered was the hefty delivery prices in some markets they served.

As such, Infinity Links wanted a communications provider that offered superior cost-efficiency and deliverability. Luckily, they found the best of both worlds with Mitto.

SOLUTION

Infinity Links partnered with Mitto because we offer the fastest delivery speeds at the best price possible. Our innovative **proprietary AI-routing platform** has revolutionized SMS deliverability. Mitto's world-class technology not only continuously monitors and tests our network of global carriers to enhance delivery and prevent issues, but also analyzes and prioritizes traffic, ensuring the swiftest delivery speeds at the lowest costs.

From kickoff to go-live, Infinity Links received the support and personalized guidance they needed for effortless implementation. The company was paired with a dedicated communications consultant who helped them quickly troubleshoot potential technological issues. Thanks to Mitto's globally distributed team of multilingual experts, Infinity Links had all of their inquiries quickly addressed 24/7.

KEY RESULTS

Since collaborating with Mitto, Infinity Links has reported higher customer satisfaction and improved message deliverability.

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**MITTO'S TEAM IS
VERY ENERGETIC,
RESPONSIVE, AND
FRIENDLY. I HAD A
VERY GOOD
EXPERIENCE
WORKING WITH
THEM.**

ERIN TAM,
PROCUREMENT MANAGER
INFINITY LINKS



mitto

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.

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