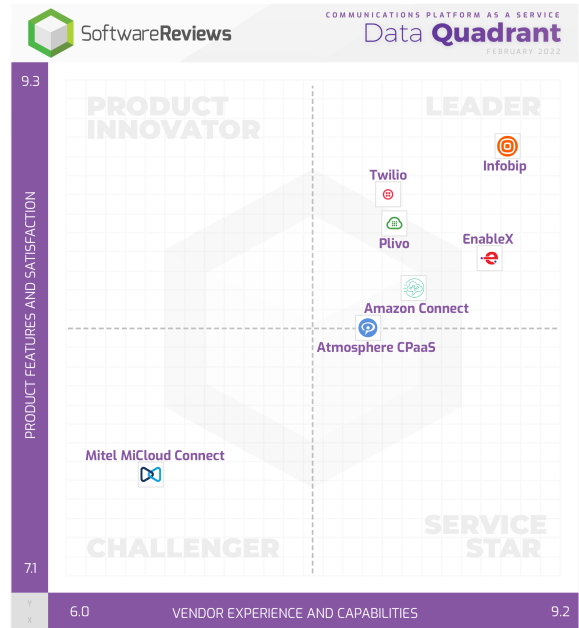




Infobip – Gold Medalist in the 2022 Communications Platform as a Service (CPaaS) Data Quadrant Report

Software users made their voices heard in the February 2022 **Communications Platform as a Service (CPaaS) Data Quadrant Report**, where vendors were rated across vendor capabilities, product features, and customer experience. Users ranked Infobip #1 with an overall composite score of **9.0/10**.

Info-Tech Research Group's SoftwareReviews presents the annual Data Quadrant Awards based on software users' responses to questions crafted by IT industry analysts and focused on user satisfaction regarding features, capabilities, and support.



Likelihood to Recommend

Infobip ranked first out of seven on how likely customers are to recommend the product to others.



Customer Experience



Word Cloud

CLIENT'S INTEREST FIRST CRITICAL
 FAIR OVER DELIVERED
 TRANSPARENT CARING GENEROSITY
 EFFICIENT LOVE ALTRUISTIC
 SAVES TIME EFFECTIVE INTEGRITY
 RELIABLE INSPIRING TRUSTWORTHY
 APPRECIATES INCUMBENT STATUS
 RESPECTFUL CLIENT FRIENDLY POLICIES

The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by users. This at-a-glance summary highlights the vendor-client relationship and product effectiveness.



Powered By Info-Tech Research Group

February 2022

About SoftwareReviews: SoftwareReviews is a division of Info-Tech Research Group, a world-class IT research and analyst firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationships.

By collecting data from real IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.