

SAP Digital Interconnect

Improving mobile user experiences and transforming businesses in the digital economy

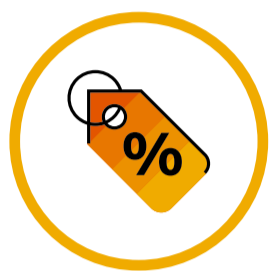
SAP Digital Interconnect helps you make customer satisfaction your prime growth driver. We are the “digital enabler” that can “Intelligently Connect Everyone, Every business, Everything, Everywhere.” Incorporating SAP Digital Interconnect CPaaS capabilities will not only help in a company’s digital transformation journey but can also simplify and optimize connectivity, monetize messaging services, and reduce network costs. All this adds up to an experience that’s unmatched - a fact that was reiterated by our customers in our recent customer survey.



Top Industries



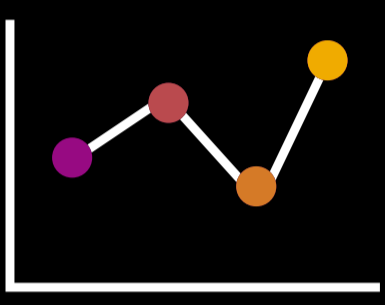
Telecom



Retail



Banking & others



60% increase in Net Promoter Score

With the continued focus to improve customer experience we see a further **21 points rise in the NPS score**. Keeping us in the upper segment of the industry benchmark



68%

of **customers** said we meet their current and future needs

Satisfied



Our Customers



Loyal



Average satisfaction ratings of



82%

Sales

80%

Operations

74%

Support

Support Highlights:



64%

of respondents were satisfied/very satisfied with their Enterprise Support experience overall.

62%

of respondents were satisfied/very satisfied with the speed and quality of our answers.

Here's What Our Customers Have to Say:

SAP Digital Interconnect is always quick to respond and provide us with everything we need to build customer loyalty.

Luis Gasca,
CTO, Interactive 3G

With the mobile services from SAP Digital Interconnect, we simply get a higher probability of successful SMS delivery.

Johan Jober,
CTO, Netmore Group AB

SAP Digital Interconnect is always adding features and services that make our offering better for our customers.

Brent Welch,
Director, Infoways Pty Ltd

Intelligently Connecting Everyone, Everything, Everywhere.

Explore our customer testimonials to find out how SAP Digital Interconnect is helping improve people's lives across the globe.

[Explore now](#)

*Results of a recent customer survey carried out using the SAP Qualtrics Survey Tool

THE BEST RUN

